



PROVIDERS' COUNCIL

Envisioning change • Leading advocacy • Driving progress



2020 Annual Report

Thank you to our 2020 members!

AAPCPAs • ABCD • Accept, Inc. • Acutedge, Inc. • AdvantEdge Healthcare Solutions • Advocates for Autism • Advocates, Inc. • AIDS Project Worcester • Almadan • Alternatives for Community & Environment • Amego, Inc. • American Training, Inc. • Amherst Survival Center • Amirah, Inc. • Annkissam LLC • Arbor Associates, Inc. • Apothecare • Ascenria Care Alliance • Association for Behavioral Healthcare • Association for Developmental Disabilities Providers • Ball Consulting Group • BAMSII • Bay Cove Human Services • Bay Path University • Bay State Community Services • Beaverbrook STEP, Inc. • Becket Family of Services • Berkshire Area Health Education Center, Inc. • Berkshire County Arc, Inc. • Berkshire Family And Individual Resources, 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. • Cambridge College • Cambridge Family and Children's Service • Cambridge Savings Bank • Cape Abilities • Cardinal Cushing Centers • Casa Esperanza • Casa Myrna • Casner & Edwards, LLP • CBIZ & MHM • Center for Human Development, Inc. • Center for Living & Working, Inc. • Centerboard Centinel Financial Group • Central Boston Elder Services • CENTRO • CheckWriters • Children's Services of Roxbury • Choice Community Supports, Inc. • Citizens Bank • Citizens for Juvenile Justice • Citizens Inn, Inc. • Citrin Cooperman • City Life/ Vida Urbana • City Mission, Inc. • CliftonLarsonAllen LLP • Coastal Connections, Inc. • Communities for People • Community Caring • Community Connections, Inc. • Community Counseling of Bristol County, Inc. • Community Resources for Justice • Community Service Network • Community Teamwork • Community Work Services • COMPASS • Coting School, Inc. • Credible Behavioral Health, Inc. • Crystal Springs, Inc. • Curtis Strategy • Delta Projects, Inc. • Disability Resource Center • Doc Wayne Youth Services, Inc. • Downey Side, Inc. • eHana LLC • 18 Degrees • Elder Services of Merrimack Valley • Eliot Community Human Services • Employment Options, Inc. • Enterprise Fleet Management • Fairwinds Counseling Center • Fall River Deaconess Home • Family Independence • Fidelity House CRC • Foley Hoag LLP • Foothold Technology • Gandara Mental Health Center • Gardiner Howland Shaw Foundation • Greater Lynn Senior Services • Green Energy Consumers Alliance • Gregg Neighborhood House • Habilitation Assistance Corporation • Hattie B. Cooper Community Center, Inc. • Health Resources in Action • High Point Treatment Center • Hildebrand Family Self-Help Center • Hirsch Roberts Weinstein LLP • HMEA • Home Care Aide Council • Homes for Families • Hope House • HopeWell Inc. • House of Possibilities • Human Service Forum • Iagulli & Associates • Immigrants' Assistance Center • Incompass Human Services • Independence Associates, Inc. • Insurance Services, Inc. • Institute for Health and Recovery • Inter-Church Council of Greater New Bedford, Inc. • Interim Executive Solutions • Interior Resources • International Institute of New England • Jane Doe, Inc. • Jewish Family and Children's Service • Jewish Federation of Western MA • Justice Resource Institute • Kennedy-Donovan Center • Kevin P. Martin & Associates • KeySteps, Inc. • Krokidas & Bluestein LLP • Lemberg Children's Center, Inc. • Leonard, Mulherin & Greene, P.C. • LifeStream, Inc. • Lifeworks • Long Term Pharmacy Solutions • Louison House • maaps • Mainstay • Marbledale Counseling Center • Martin Luther King Jr. Family Services, Inc. • Mass COSH • Massachusetts Council on Gaming and Health • Massachusetts Down Syndrome Congress • Massachusetts Health Council • Massachusetts Multicultural Psycho-Educational Assessment Center, LLC • Massachusetts Nonprofit Network • May Institute, Inc. • Mental Health Association, Inc. • 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 • M.O. L.I.F.E., Inc. • Mothers for Justice and Equality • Multicultural AIDS Coalition • Multicultural Community Services • Murphy & Riley, P.C. • MYTURN, Inc. • Nancy Lurie Marks Family Foundation • New Bedford Women's Center • New England Business Associates • New England Village, Inc. • New England Yachad • New North Citizens' Council • NFI Massachusetts • North Charles, Inc. • NEEDS Center, Inc. • North Suffolk Mental Health Association • Northeast Arc • NuPath, Inc. • Nurtury, Inc. • Old Colony YMCA • On The Rise, Inc. • Open Sky Community Services • Opportunity Works • Our Father's House, Inc. • Paper Crane Associates • Parent/Professional Advocacy League • Parenting Journey • Pathlight • Pathways for Change, Inc. • Pathways for Children • Pear Associates • People, Incorporated • People's United Bank • Philanthropy Massachusetts • Piers Park Sailing Center • Pine Street Inn • Portal to Hope • PRIDE, Inc. • Project Independence • REACH Beyond Domestic Violence • River Valley Counseling Center • Riverbrook Residence • Riverside Community Care • Road to Responsibility, Inc. • Robbins Children's Programs • Roman Music Therapy Services • Roxbury Youthworks, Inc. • RSM • Runkle Extended Day Programs, Inc. • SAFE Coalition • Safe Passage, Inc. • ServiceNet, Inc. • Seven Hills Foundation • SHED, Inc. • SkillSurvey • Sojourner House • South Middlesex Opportunity Council (SMOC) • Solutions for Living • South End Community Center, Inc. • South Shore Support Services • Southeast Center for Independent Living • Springfield Jewish Community Center • Square One • Sunshine Village • Tapestry Health • TD Bank • Tech Networks of Boston • Tempus Unlimited, Inc. • The Arc of Greater Haverhill-Newburyport • The Arc of Massachusetts • The Care Center • The Charles River Center • The Children's League of Massachusetts • The Dimock Center • The Edinburg Center • The Gavin Foundation • The Home for Little Wanderers • The Hyams Foundation • The Key Program, Inc. • The Ledges Workshop • The Mentor Network • The Northeast Independent Living Program • The Price Center • The Professional Center for Child Development • The United Arc • Thrive, Support, & Advocacy • TILL, Inc. • Transition House, Inc. • Trauma and Family Integration • Triangle, Inc. • TSNE Mission Works • Turning Point, Inc. • UCP of MetroBoston, Inc. • Unemployment Tax Management Corporation • United Way of Pioneer Valley • Urban League of Springfield • USI Insurance Services • Valley Collaborative • Valley Educational Associates, Inc. • Venture Community Services • Viability • Victory Human Services • Victory Programs • Vinfen • Volunteers of America • Walker Educational & Therapeutic Programs • Walnut Street Center, Inc. • Wayside Youth & Family Support Network • WCI – Work, Community, Independence • Webster Square Day Care Center, Inc. • West End Day Nursery of New Bedford, Inc. • Western Massachusetts Training Consortium • Westport Associates • WORK Inc. • YMCA of Greater Boston • Youth Villages, Inc.



About the Providers' Council

In its 45th year, the Council continues its mission to promote a healthy, productive and diverse human services industry.

The Providers' Council has been envisioning change, leading advocacy and driving progress for community-based human services nonprofits since 1975. Today it is the Commonwealth's largest human services membership association, representing a sector that accounts for more than 180,000 jobs statewide. In 2020, the Council's members supported residents in nearly every city and town in the Commonwealth, providing wide-ranging human services, health, safety, education and employment supports to one-in-ten state residents.

This year, the Council supported members by offering education and training, advocacy opportunities, high-quality public policy research, news publications, networking events and group purchasing programs that allow them to operate more efficiently and effectively. In addition, the Council highlighted the economic impact of the human services sector, which continues to represent one of the fastest growing areas for employment in the state.

In consistently striving for its mission to promote a healthy, productive and diverse human services industry, the Council has grown to be widely recognized as the official voice of the Massachusetts community-based nonprofit human services sector.

Providing governance is a diverse Board of Directors that is representative of member organizations; support for the organization comes primarily from members and business partners. The cornerstone of the Council continues to be the commitment to these core values:

- The delivery of superior, accessible, community-based services from a respected workforce that supports one-in-ten Massachusetts residents;
- Serving 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.



Clarion calls for racial justice and equity were made throughout our sector. MLK Jr. Family Services of Springfield in June 2020 unveiled a new mural on its community center building to honor victims of police brutality. The permanent art installation on an outside wall of the building contains names of people of color killed by police, organizers said.

From the Chair and President

Dear Members and Friends:



Bill Sprague
Board Chair

As the calendar turned to 2020, the Providers' Council celebrated its 45th year in operation and held an Open House for members at its new Framingham address in January. None of us could have anticipated or foreseen the global pandemic that was right around the corner.

Simply put, COVID-19 changed everything in 2020. Human services organizations were met with this challenge overnight — how to keep clients and workers safe while continuing to provide essential services throughout the Commonwealth. New acronyms, like PPE, became commonplace. Services that could be delivered remotely began to take place on a new technology called Zoom.

And everyone was tasked with navigating a new normal that we had never before seen.

As always, human services organizations innovated, delivering services in ways that hadn't previously been considered. Programs were reconfigured to allow for social distancing. Visits with loved ones took place outside and at a distance to ensure safe protocols were followed. Human services workers — always dedicated to meeting their clients' needs — even volunteered to quarantine in COVID-positive residences and units to ensure clients continued to receive essential care throughout the pandemic. Our sector was nothing short of extraordinary during incredibly difficult times.



Michael D. Weekes
President/CEO

The Council, too, changed what we had planned for 2020 and shifted to ensure we were meeting the needs of our members during the pandemic. We moved many of our trainings and events online, including our Annual Convention & Expo, SpeakUp4Equity, and our graduate-level Certificate in Human Services Management program. We re-envisioned our Caring Force Rally and Advocacy Day into a #ReverseRally, where legislators and other public officials took to social media to thank our direct care workers. And we added members-only events and roundtables, including twice monthly calls for CEOs and HR professionals, to keep organizations informed of the latest happenings around COVID-19.

As our state and nation continues its struggle for racial equity and justice through periods of anguish, outrage, listening and positive acts, the Council increased its focus for justice and equality for all with resources and opportunities for unlearning and learning.

It goes without saying that 2020 was clearly not a year that any of us had envisioned, but even in the face of a global pandemic, we were heartened to see the efforts of all working in the human services sector to ensure the safety of clients and consumers through the most difficult of situations. The heroes in our field displayed their talents valiantly in 2020, and we're grateful to you for your tireless efforts on behalf of those you serve. You — our essential human services workers — are truly "our other first responders." Thank you for all that you do every day to support one-in-ten residents throughout Massachusetts.

Sincerely,

A handwritten signature in black ink, appearing to read "Bill Sprague".

Bill Sprague
Board Chair

A handwritten signature in black ink, appearing to read "Michael D. Weekes".

Michael D. Weekes
President/CEO



Left: Leaders from The Seven Hills Foundation prepare to distribute personal protective equipment at the organization's Worcester headquarters. Right: U.S. Sen. Ed Markey helped staff from Peabody-based Citizens Inn load food onto its Summer Eats lunch truck for local children.

Public Policy

Policy initiatives centered on COVID-19, UI, Chap. 257 and Race & Diversity

Securing \$139 million in additional COVID-related funding for human services providers, advocating for \$160 million in new Chapter 257 funding for rates and fighting for relief for organizations that self-insure for unemployment expenses highlighted the Providers' Council's public policy efforts in 2020.

The Providers' Council and other groups advocated for funding from the Baker Administration to help human services organizations that incurred unforeseen expenses due to the COVID-19 pandemic. Providers received \$95 million in March and an additional \$44 million in April for a total investment of \$139 million. The additional funding went toward ensuring appropriate infection control, securing PPE, increasing staff wages and other direct staff supports.

In a budget process that dragged on for an entire calendar year due to the COVID pandemic, the Council and its members were successful in advocating for \$160 million in new Chapter 257 funding to update human services rates, including Adult Long-Term Residential services and Adult Community Clinical Services. The final FY '21 Chapter 257 Rate Reserve also included language requested by the Council and other associations mandating a study of the median salary for each classification of staff position with the 75th percentile wage estimate for the positions as determined by the Bureau of Labor Statistics.

The Council also worked with state officials on Beacon Hill in Massachusetts and with national partners on Capitol Hill in Washington, DC to secure fixes for nonprofits that self-insure for health insurance. The federal CARES Act gave organizations a 50 percent credit on any UI claims from March 2020 through the end of the year, and the Council fought for and received multiple extensions for when UI payments were due, ultimately pushing the date to June 30, 2021. The relief and additional time to pay was critical for nonprofits, many

of which – through no fault of their own – saw UI claims totaling tens or hundreds of thousands of dollars.

The Council's grassroots advocacy initiative, The Caring Force, was also successful in hosting its #ReverseRally when the pandemic and State House's closure forced the cancellation of the normal TCF Advocacy and Lobby Day at the State House. The event saw public officials and legislators virtually thanking direct care and other workers for their incredible efforts in caring for residents during the pandemic.

And while the pandemic and the Council's response to it certainly dominated Public Policy efforts in 2020, the Council – through the Human Services Providers Charitable Foundation, Inc. – applied for and received a grant from the state's Complete Count Grant Program to help count hard-to-count communities for the 2020 Census. The Council sent members posters and a reminder postcard, distributed mini-grants, held online events and engaged the human services community to ensure a complete count for Massachusetts.

The Council, other associations and more than 100 human services organizations sent a letter to then-President Trump and then-President-Elect Biden urging the repeal of an executive order that created significant obstacles and impediments to organizations wishing to hold diversity training for employees. It was later overturned by the courts and repealed by the Biden administration.

The Council was also instrumental with its members in increasing voter turnout in the state's general election through its non-partisan voter engagement initiative, CareVote. Massachusetts saw a voter turnout of more than 72 percent, besting the national average of 67 percent.



I will be counted!

TAKE THE 2020 CENSUS!

The Census impacts:

Funding: Federal funding for state and local governments is based on the number of people counted in the census. This includes funding for education, health care, and other public services.

Representation: The census determines the number of representatives each state has in the U.S. House of Representatives and the number of electoral college votes each state has.

How to respond:

Online: Visit www.census.gov/my2020census.gov to take the census online. You can also use the mobile app.

Phone: Call 1-800-435-8849 to get help with the census.

Mail: If you receive a census form in the mail, please fill it out and mail it back to the census bureau.

PROVIDERS' COUNCIL
HUMAN SERVICES PROVIDERS Charitable Foundation
More info: www.providers.org/census

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More info: www.providers.org/census

I will be counted!

TAKE THE 2020 CENSUS!

HUMAN SERVICES PROVIDERS
Charitable Foundation

United States Census 2020

Human services counts on all being counted!

TAKE THE 2020 CENSUS!
www.my2020census.gov
1.844.380.2020

PROVIDERS' COUNCIL **HUMAN SERVICES PROVIDERS**
Charitable Foundation

During 2020, our Human Services Providers Charitable Foundation, Inc. received a grant from the Secretary of the Commonwealth to ensure a Complete Count in the human services sector. These posters, postcards and billboards were widely distributed to our sector and the public.

Communications & Media

In 2020, the Council saw record page views on its Jobs with Heart board and expanded political coverage in The Provider newspaper

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 presence gained a significant number of new followers across its various channels by incorporating a steady mix of sector and policy news, calls to advocacy and member engagement, approaching 4,000 Twitter followers by the end of 2020.

In addition to Facebook and Twitter, The Caring Force continued to grow its Instagram account via the *Broadcast Your Love of Human Services* contest and fun and creative posts with QT, The Caring Force bear mascot.

In 2020, the Council's *Jobs with Heart* jobs board continued to grow, as members and others in the human services sector discovered the effectiveness of the site, which is dedicated solely to available positions in the human services sector. Over the course of the year, the 2,400 jobs posted to the site received 1.4 million exposures and 124,000 views.

Additionally, *Jobs with Heart* set records, as more than 650 users used the site's "one click to apply" feature to apply instantly for human services jobs.

Nearly 400 employers maintain accounts on *Jobs with Heart*, and Providers' Council members continue to be able to post an unlimited number of jobs for free, helping with

their recruitment efforts.

The Council and its members were covered by media outlets reached throughout the year including *The Republican*, *MassLive.com*, *State House News Service*, *WWLP-TV, Mass. Nonprofit News*, *Wicked Local* and others.

Other ways in which the Council connected with members, government officials, thought leaders and other industry stakeholders include its respected monthly newspaper, *The Provider*, highlighting members and issues of importance to the sector. In Jan. 2020, Senate President Karen Spilka authored a front-page column for *The Provider's* special Legislative edition.

In the spring, as the pandemic raged, U.S. Rep. Seth Moulton wrote an open letter about the importance of human services workers. In preparation for a heated primary race, both Sen. Edward Markey and U.S. Rep. Joe Kennedy participated in an exclusive Q&A interview for the summer issue of *The Provider*.

The Council's informative e-newsletters, the *Providers' Council e-Digest* and the *Academy of Learning & Exchange* e-newsletter (ALEX), which are delivered to more 4,000 recipients

each week were also important vehicles. These publications, other emails and targeted media outreach helped the Providers' Council reach a wider audience and attract new supporters — both itself and the community-based human services sector as a whole.



3,394
Twitter followers



Karen Spilka @KarenSpilka · Apr 16

My trusty assistant Lincoln & I are here to say THANK YOU to all of the human service workers and providers who are working so hard in our communities to care for our loved ones and the vulnerable among us: [ow.ly/ceit50zgezM](https://www.youtube.com/watch?v=ceit50zgezM) #mapoli #TCFReverseRally @TheCaringForce



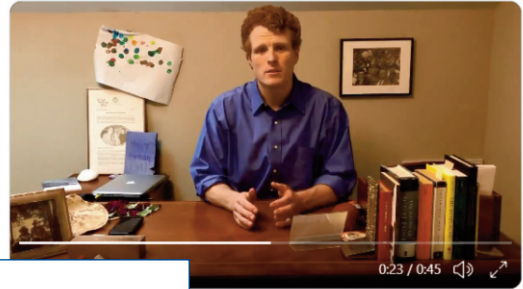
Senate President Acknowledges Critical Care Workers During COVID-19
Senate President Karen E. Spilka acknowledges Caring Force workers amid COVID-19
[youtube.com](https://www.youtube.com)



Rep. Joe Kennedy III @RepJoeKennedy

A selfless, courageous human services workforce is helping guide our Commonwealth and our country through this COVID-19 pandemic.

Today, as they hold a #TCFReverseRally, please join me in thanking these workers for their commitment & dedication to our community. @TheCaringForce



Media Studio



Jeffrey N. Roy @jefroy

Prepared this message for all my The Caring Force friends who go that extra mile every day caring for our most vulnerable. Many thanks and happy to join you for the #TCFReverseRally

THE CARING FORCE
Empowering people, strengthening human services



Eric Lesser @EricLesser

THANK YOU to our human service direct care workers that are working incredibly hard during the #COVID19 crisis and all year providing critical care to those who need it. #TCFReverseRally @TheCaringForce

Elected officials from across the Commonwealth took part in The Caring Force's "Reverse Rally" on April 16 to thank community-based human services workers for their tireless efforts serving state residents in the face of the COVID-19 pandemic. More than 35 legislators including Sen. Jo Comerford, Sen. Cindy Friedman, Sen. Sonia Chang-Diaz Rep. Kay Khan, Rep. David Linsky and Rep. Jeff Roy posted using the hashtag #TCFReverseRally.

The Caring ForceSM

The grassroots initiative advocated intensely for workforce priorities such as pay equity and student loan repayment

Through a pandemic, *The Caring Force* continued to provide human services staff, consumers, family members and other supporters a range of opportunities to participate in nonpartisan political advocacy throughout 2020. As a result of its legislative advocacy, email outreach, social media engagement and in-person presentations to provider organizations, TCF grew to over 28,000 members in its ninth year.

In April, the COVID-19 pandemic prevented TCF from filling the Great Hall of the State House. The direct care workers who frequently fill the building's halls worked long hours to provide essential care to clients — so TCF brought the legislators to them. Instead of an in-person rally, The Caring Force orchestrated a "Reverse Rally," urging legislators and other public officials to take to Facebook and Twitter and thank our workforce for the incredible jobs they do. Congressman Joe Kennedy, Senate President Karen Spilka and House Speaker Robert DeLeo were among the 36 other legislators and 16 organizations that posted messages and videos on social media to thank human service workers for their heroic caregiving through the pandemic. The posts garnered more than 70,000 impressions for TCF social media accounts and thousands of engagements.

The 2020 *Ninth Annual Broadcast Your Love of Human Services* photo contest generated enthusiasm and more than 1,000 votes. Four entries from Advocates, Children's Services of Roxbury, Community Connections and Vinfen, respectively, became finalists by garnering hundreds of votes on social media. The final voting took place at the Council's virtual 45th *Annual Convention & Expo: SpeakUp4Equity* in September, where Children's Services of Roxbury was named the winner.

And at the end of 2020, The Caring Force launched its "Thank You Essential Workers" campaign and began distributing lawn signs throughout the Commonwealth to highlight the tireless efforts of workers who fill more than 180,000 jobs in the sector. Nearly 2,000 lawn signs were ordered by the end of 2020.

Through the pandemic, TCF has highlighted workforce heroes who have gone above and beyond to care for their clients. In 2020, TCF published 14 separate workforce spotlights of incredible employees at Providers' Council members.

TCF also advocated for the 2020 Census and voter registration, specifically working to ensure marginalized populations in the human services sector would continue to have a voice in our democracy. Hard-to-Count groups for the 2020 Census include homeless populations, ex-offenders, people with disabilities and others who may be living in "group quarters," like group homes and other congregate residences.

TCF leaders also visited Providers' Council members and other advocacy groups across the state, conducting presentations on the power of a unified voice.



28K

members

Annual Convention & Expo

Themes of equity, anti-racism and inclusion highlighted the 45th Annual Convention & Expo, the Council's first ever virtual gathering

For a record four days in October, the Providers' Council hosted its first-ever virtual convention to celebrate the sector's accomplishments and increase our learning opportunities. The *45th Annual Convention & Expo: SpeakUp4Equity* drew 1,000 human services professionals, stakeholders and supporters for over 30 workshops, networking with peers, connecting with exhibitors, and honoring exemplary colleagues and innovations through a virtual event platform.

Dr. Atyia Martin, CEO and Founder of All Aces, Inc., motivated convention participants to become disruptors within their organizations and advocate for equitable, inclusive and anti-racist policies and practices. Dr. Martin, a nationally recognized author with broad experience consulting to nonprofit, corporate, and government entities, stressed the importance of demonstrating courage in challenging racism and other forms of oppression within the human services sector. In addition to Dr. Martin, we received keynotes from Governor Charlie Baker, EOHHS Secretary Marylou Sudders, Representative Ayanna Pressley and acclaimed consultant Waleska Lugo-DeJesus.



Dr. Atyia Martin

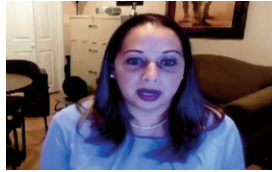
SpeakUp4Equity also offered 32 workshops and panels on a broad range of topics affecting the human services sector. Along with the perennially popular Chat with the Commissioners sessions, other sessions focused on promoting equity in organizational culture, managing across cultural differences, practicing self-care and adapting communication practices to the virtual setting. The event also showcased over 30 exhibitors featuring a wide variety of programs, products and services offering real value to our members.

Vanessa Welch, the Emmy-winning news anchor for Boston 25 News, hosted the Peer Provider Awards Ceremony that honored Open Sky Community Services, METCO, Mental Health Association and Seven Hills Foundation for their innovation and contributions to the Massachusetts human services sector. The Council also presented 15 Awards of Excellence to individuals, organizations, government officials and businesses whose contributions have bettered the private, community-based provider industry. The complete list of honorees is on the opposite page.

For the 17th year in a row, the Joan Newton Memorial Scholarship provided funding support for those in need to attend the Convention. We thank all our generous sponsors and exhibitors who help make the convention a success year after year led by USI Insurance and Citizens.

A graphic featuring a stylized sunburst in shades of orange and yellow. Overlaid on the sunburst is the number '1,000' in large, bold, blue font. Below the number, the word 'attendees' is written in a smaller, blue, sans-serif font.

Awards & Honors



2020 Peer Provider Award Recipients

- Open Sky Community Services
- METCO
- Mental Health Association
- Seven Hills Foundation

2020 Convention Sponsors

- Advocates
- Bay Cove Human Services
- Bridgewell
- Bristol Elder Services
- Casner & Edwards, LLP
- Citizens
- Citrin Cooperman LLC
- Community Resources for Justice
- Delta Dental of Massachusetts
- Gardiner Howland Shaw Foundation
- HMEA
- Justice Resource Institute
- NFI Massachusetts
- Oppenheimer & Co.
- Pear Associates
- People's United Bank
- Philadelphia Insurance Co.
- Road to Responsibility
- Roxbury Youthworks, Inc.
- ServiceNet
- Seven Hills Foundation
- Tempus Unlimited
- The Key Program
- USI Insurance Services
- Venture Community Services
- Vinfen
- Wayside Youth & Family Support Network
- Michael Weekes
- Youth Villages

2020 Awards of Excellence Recipients

Gerry Wright Direct Service Employees of the Year

- Denise Degroseilliers, Seven Hills
- Nieves Guerrero, Vinfen

CEO Award

- Diane Gould, Advocates

Supervisors of the Year

- Fola Olubanjo, Turning Point
- Olufunke Sowemimo, Bay Cove

Volunteer of the Year

- Eli Florence, Kaydon Group, LLC

State Employee of the Year

- Arlene Castillo, Lawrence DCF

Ruth M. Batson Advocate of the Year

- Maria Pizzimenti, REACH, Inc.

Legislators of the Year

- Rep. Aaron Michlewitz
- Sen. Adam Hinds

Innovator Award

- Jail Diversion Program, Advocates

Media Award

- "Crip Camp" producers
Jim LeBrecht and Nicolle Newnham

Municipal Official of the Year

- Mayor David J. Narkewicz

Business Partnership Award

- Erik Piasio, American Surgical Company

Lifetime Award

- Ron Ardine, Key Program



Part of the Solution or Part of the Problem? A Panel Discussion on Racial Equity in the Human Services Sector. From top left: Michael Weekes, President/CEO, Providers' Council; Sandra M. McCroom, President & CEO, Children's Services of Roxbury; Dr. J. Keith Motley, Consultant President & CEO, Urban League of Eastern MA; and Imari Paris Jeffries, Executive Director, King Boston.

Race, Diversity & Inclusion

Now entering its fifth year, the Council's Race, Diversity & Inclusion Committee develops important resources and opportunities to help members advance racial equity and diversity within our sector. We envision communities which enculturate racial equity values to benefit clients, consumers, program participants and our staff members. It is our overall objective to promote anti-racism within our human services sector and the community.

By July, the Council compiled numerous resources and with large membership support, released its *Call to Action on Racial Equity* that outlined six action steps asking fellow human service providers to listen; educate ourselves and our staff; develop an organizational strategy; institute a staff committee for racial equity; support the efforts of staff and clients; and work to end all systems of oppression and inequity within our agencies and communities.

Group Purchasing Programs

The Council's five Endorsed Business Partners include Enterprise Fleet Management, Interior Resources, PurchasingPoint®, Unemployment Tax Management Corporation (UTMC) and USI Insurance Services. The Council also partners with GrantStation and SkillSurvey to guarantee members low pricing on their services and products. In addition, we provide members with a discount on Zoom annual subscriptions.

USI Insurance Services continued to provide a great value to members on insurance solutions like dental, vision, life and disability, property and casualty, and personal home and auto insurance. *The Council secured another two-year rate hold at a zero percent rate increase for our popular Delta Dental insurance plan.* Delta Dental of Massachusetts also distributed premium re-

bates up to a certain percentage in April, May and November to provide some relief to members and help mitigate the impact of COVID-19.

Interior Resources helped meet members' furniture needs, creating custom spaces as a Supplier Diversity Office (SDO-certified) entity. Enterprise Fleet Management continued to provide discounted vehicle sales and rental options to our members. UTMC provided educational webinars on unemployment taxation and continues to advocate for many members. Members were kept informed on potential savings, new programs and special promotions through Endorsed Business Partner discounted newspaper advertising, news alerts, educational webinars, Expo exhibit, and articles in the Council's members-only e-newsletter.

In September, the Committee released guidance on its first action step, including pointers for being a good listener and resources on creating spaces at your agency for people to share their experiences.

The Committee also revised its glossary seeking clarity on definitions and terms and participated in planning workshops and panels for the *2020 Convention & Expo: SpeakUp4Equity*. An important panel-led discussion, *Part of the Solution or Part of the Problem? A Discussion on Racial Equity and the Human Services Sector* engaged attendees. The convention also featured speaker Dr. Atyia Martin, CEO and founder of All Aces, Inc., as well as a panel with Imari Paris Jeffries of King Boston, Dr. J. Keith Motley of the Urban League of Eastern Massachusetts and Sandra M. McCroom of Children's Services of Roxbury.



Education & Training

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

The Providers' Council is committed to helping members provide high quality, affordable and continuous learning opportunities for their staff to grow and develop. Even with the challenges of the pandemic, the Council and its Convention and Education committee adjusted, modified and expanded its opportunities for learning.

The Council held nearly 100 professional development trainings, workshops, webinars and roundtables throughout 2020, including several new offerings at our members' request. Beginning this year, we transitioned our learning opportunities online successfully in response to the pandemic. The Council also instituted first weekly, now bi-weekly roundtables for member CEOs and human resources leaders to discuss issues impacting their agencies due to COVID-19. Over 1,100 human services employees participated in our professional development opportunities.

Nearly 200 supervisors participated in the Council's sold-out supervision training series offered across the state. The highly popular six-session Certificate in Supervision Series attendees were eligible to receive 18 hours of CEUs and the two-day Success as a New Supervisor attendees were eligible to receive six hours of CEUs.

Four scholarships to pursue an advanced degree were awarded in 2020. The *Providers' Council Graduate Leadership Scholarship* of \$10,000 went to Angella Davis of Advocates, Inc., who is pursuing her master's degree in health sciences with a concentration in community and global health.

Christlie Calixte of Bay State Community Services was awarded the *Providers' Council and Suffolk University Master of Public Administration Scholarship* of \$4,000, and Rosibel

Perez-Torres of Children's Services of Roxbury was awarded a *Providers' Council and Clark University Master of Public Administration Scholarship* of \$4,000, as well.

The Council's Tuition Remission program, which marked its 21st year in 2020, enabled human services employees to take nearly 300 classes tuition-free at state colleges and universities throughout Massachusetts. More than 70 agencies took advantage of this unique benefit, offering their staffers an opportunity to complete a degree or further their education. In the spring of 2020, the Providers' Council worked in partnership with schools and universities to develop a process while learning remotely to ensure uninterrupted participation in this program for students.

The graduate-level *Certificate in Nonprofit Human Service Management* program, offered in partnership with Suffolk University, continued its success in furthering professional development of the human services workforce. The 2020 cohort saw 41 students from 22 agencies enrolled in the program.

Since 2002, over 600 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 and/or positions of greater authority and responsibility.



Providers' eAcademy®

The Council's online learning management system reached milestones of 90 organizations and 50,000 learners using it in 2020

The Providers' eAcademy® online learning system (LMS), powered by Relias, is the Council's fastest growing and most widely used learning solutions. It has experienced phenomenal growth to include *more than 50,000* learners at 90-plus organizations — nearly half of all Council members. Council members' staff enrolled in a record number of 408,411 courses in 2020, not including the specialized courses, events and other content that organizations have customized for their own sites.

In 2020, the Council officially launched the Premier Package, in addition to other new features and courses added by Relias. The Premier Package includes all of the tools, features and content traditionally available in the program, plus more than 300 new skills-based courses, the Policies and Procedures tool, Relias PATHS, and Pro-on-the-Go courses.; all totaling nearly 1000 courses available. Appreciating the time-saving innovations and user-friendly navigation, over half of Providers' eAcademy® organizations selected to include the new Premier Package into their LMS in 2020.

In response to COVID-19, Relias launched the Virtual Class-

room tool, which allows Providers' eAcademy® participants to host live, virtual meetings and training. Released in May, this tool allows agencies to continue the delivery of mandatory trainings and professional development to staff when in-person meetings and events are not feasible. All Providers' eAcademy® participants currently have access to this valuable tool as part of the program, regardless of package choice.

Providers' eAcademy® continues to support participants by tracking state-mandated trainings for compliance; scheduling live or virtual events; managing staff's licenses and certifications; and enhancing employee benefits by allowing staff to earn continuing education credits at *no extra cost* and take elective courses on their own time. Soon to include a revised **Human Service Providers Credentialing Program** in 2021, this highly respected cost-effective set of solutions and tools increases its value to those in Autism, Child Welfare, Leadership and Frontline Supervision, Intellectual and Developmental Disabilities, Mental Health, and Substance Abuse and Addiction Disorders.

Social Innovation & Enterprise

Boston College helps Council members turn ideas into realities

Social enterprise programs allow human services agencies to meet their revenue needs while fulfilling their mission. The Providers' Council continued to champion the creation and expansion of our members' social enterprise initiatives in 2020 through our *What a Great Idea!* collaboration with Boston College, House of Possibilities, Jewish Family & Children's Service, and Berkshire Family & Individual Resources

were matched with Boston College School of Social Work graduate students to develop and implement their social enterprise ideas. Since 2011, more than 20 agencies have used this free member benefit to create or expand a social enterprise. The Council also maintains an online Innovator Directory showcasing our members' social enterprises and related initiatives aimed at sustaining the human services sector.



Framingham Mayor Dr. Yvonne M. Spicer joined the Providers' Council in January at its Open House and participated in a ribbon cutting ceremony. Also pictured are members of the Council's board and staff. From left, Children's Services of Roxbury President and CEO Sandra McCroom, Council President/CEO Michael Weekes, Council Fiscal Manager Tracy Jordan, Mayor Spicer, Community Resources for Justice President and CEO John Larivee, Council Board Chair and Bay Cove Human Services President and CEO Bill Sprague and Advocates President and CEO Diane Gould.

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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, 2020

REVENUE

Operating Revenue	\$1,438,855
Grant & Education Revenue	\$1,578,744
TOTAL REVENUE	\$3,017,599

TOTAL EXPENSES

\$2,486,849

Change in unrestricted net assets from operations	\$530,750
Total unrestricted non-operating activity	\$455,487
Change in donor restricted net assets (non-operating)	(\$270)
Total Change in Net Assets	\$771,417

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, 2020, as audited by Citrin Cooperman & Company, LLP. Original financial statements are on file in the business office.

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Massachusetts Council of Human Services Providers, Inc. Human Services Providers Charitable Foundation, Inc.

100 Crossing Blvd, Suite 100
Framingham, Massachusetts 01702
p: 508.598.9800 | f: 508.599.2260
www.providers.org

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