



50th Annual Convention & Expo

Workshop Offerings

October 6, 2025 | Marriott Copley Place Hotel



DIAMOND SPONSOR



HUMAN SERVICES PROVIDERS
Charitable Foundation



Cait Donovan
Burnout Expert



YOUR DAY AT A GLANCE

8:00 - 8:45 A.M.	REGISTRATION OPENS & EXPO BEGINS
9:00 - 9:15 A.M.	WELCOME FROM THE COUNCIL
9:15 - 10:00 A.M.	KEYNOTE ADDRESS (<i>Cait Donovan</i>)
10:00 - 10:15 A.M.	VISIT WITH EXHIBITORS
10:15 - 11:15 A.M.	BLOCK A
11:15 - 11:30 A.M.	VISIT WITH EXHIBITORS
11:30 A.M. - 12:30 P.M.	BLOCK B
12:30 - 2:15 P.M.	LUNCHEON & AWARDS CEREMONY
2:15 - 2:30 P.M.	VISIT WITH EXHIBITORS
2:30 - 3:30 P.M.	BLOCK C
3:45 - 5:00 P.M.	CHAIR'S RECEPTION

REGISTER NOW!



PROVIDERS' COUNCIL

Envisioning change • Leading advocacy • Driving progress



CAIT DONOVAN

KEYNOTE SPEAKER

Cait Donovan is a powerful keynote speaker, host of the globally ranked FRIED, the Burnout Podcast, and author of *The Bouncebackability Factor*. With a background in Biobehavioral Science and Chinese Medicine, Cait bridges Eastern and Western perspectives to offer

practical, proven strategies for emotional well-being, resilience, and burnout recovery.

She's known for delivering engaging, down-to-earth keynotes that resonate deeply with mission-driven professionals—especially those in service to others. Drawing from research, clinical experience, and thousands of stories shared through her podcast, Cait provides tools that help people reconnect to purpose without sacrificing themselves in the process.

For organizations dedicated to community care and human impact, Cait brings clarity, compassion, and a roadmap toward sustainable service.

2025 WORKSHOP TRACKS

-  **Chat with Commissioners**
-  **Leadership & Organizational Development**
-  **Wellness**
-  **Innovation & Technology in Human Services**
-  **Keynote Breakouts**
-  **Equity, Justice & Culturally Responsive Practice**
-  **Direct Practice, Client Engagement & Clinical Topics**
-  **Networking Sessions**
-  **Finance & Sustainability**



10:15 TO
11:15 A.M.

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(1) CHAT WITH THE SECRETARIES & COMMISSIONERS: PUBLIC & MENTAL HEALTH, VETERANS SERVICES & ELDER AFFAIRS

- COMMISSIONER BROOKE DOYLE • *Department of Mental Health*
- SECRETARY ROBIN LIPSON • *Executive Office of Aging & Independence*
- DEPUTY SEC. ANDREA GAYLE-BENNETT • *Executive Office of Veterans Services*
- COMMISSIONER ROBBIE GOLDSTEIN • *Department of Mental Health*

Hear about departmental updates from the Massachusetts Department of Mental Health, Massachusetts Executive Office of Elder Affairs and Massachusetts Department of Veterans Services.

(2) WELLNESS AND JOY IN THE MODERN WORKFORCE

- ANOUSKA BHATTACHARYYA • *VP for Programs, YW Boston*
- ROOBVIA MUÑOZ • *Marketing and Comms Manager, YW Boston*

Engage in dynamic discussions and activities designed to promote wellness and joy at both the individual and organizational levels and practice that emphasize the integration of joy and provide actionable tools for each participant to use in their organization.

(3) CONNECT WITH CAIT: BURNOUT CHAT FOR SUPERVISORS & MANAGERS

- CAIT DONOVAN • *Keynote Speaker*

The convention's keynote speaker, Cait Donovan, will sit down with supervisors and managers to lead a discussion about how to address burnout among employees and their own feelings of burnout.

(4) LEAD WHAT'S NEXT

- LYNN IRELAND • *President & CEO, Riverside Industries, Inc.*
- We'll explore a powerful, research-backed framework for leading change that works in any circumstance — frontline teams to system-wide transformation. Inspired by Chip and Dan Heath's book, *Switch*, this presentation will equip human services leaders with a simple yet profound model to drive meaningful, sustainable change.

(5) THE ETHICAL MANAGER

- VANESSA HENRY • *HR Director, NFI Massachusetts*
- JOEL AUFIERO • *Employee Relations and Benefits Manager, NFI Massachusetts*

Learn to recognize and navigate ethical dilemmas in the workplace. Managers will leave with the ability to identify common ethical challenges and apply structured decision-making frameworks to resolve them with integrity and fairness.

(6) FROM POLICY TO PRACTICE: HOW ONE AGENCY IS ADOPTING AI

- DANIEL ESDALE • *Chief Marketing Officer, Incompass Human Services*
- GILLIAN FELD • *COO, Incompass Human Services*

Hear how Incompass Human Services is embracing innovation with AI as a practical tool to enhance operations, improve communications, and empower staff. Learn how to use AI to enhance policies, improve grant writing and fundraising research, and improve data quality.

(7) ALLYSHIP IN ACTION

- FELICIA HEYWOOD • *Executive Vice President, DEI, BAMS!*
- Well-meaning individuals seeking ways to ally with historically marginalized communities often struggle with how to respectfully and meaningfully engage in allyship work. During this workshop, we will explore varying levels of engagement and concrete actions to consider. We will discuss pitfalls, such as performative allyship and savior complex, and how avoid these behaviors.

(8) NOT JUST A GAME: ADDRESSING YOUTH SPORTS BETTING IN MASSACHUSETTS

- SHEKINAH HOFFMAN • *Director of Programs & DEIB, Massachusetts Council on Gaming and Health*
- PHREE DOM • *Program Trainer, Massachusetts Council on Gaming & Health*

The legalization of sports betting in Massachusetts has increased youth exposure to gambling. This workshop introduces "Not Just a Game Massachusetts," a youth prevention curriculum that has been implemented in several communities across Massachusetts. Gain practical tools to recognize gambling harm and engage youth in meaningful dialogue about sports, media, culture, and the risks of betting.

(9) FINANCIAL INTELLIGENCE: HOW TO TELL YOUR NONPROFIT'S STORY

- TIMOTHY WARREN • *Principal, CLA*
- JENNIFER OLIVIER • *CPA, Principal, CLA*
- BRIAN BERRY • *Signing Director, CLA*

Explores how to tell your nonprofit's financial story and emphasizes how technology can enhance financial transparency, streamline reporting, and improve engagement with key stakeholders. Learn to identify the most critical financial data and leverage digital tools for efficient financial communication.

(10) INFLUENCE UP! THE SECRETS TO MANAGING YOUR MANAGER

- JACQUELINE ROSS • *Speaker, Author and Leadership Development Coach, Jacqueline C Ross LLC*

Most leadership programs teach how to manage others — but few teach how to manage up. This high-impact workshop equips professionals with practical tools to build strong, strategic relationships with their managers. Learn to identify communication styles, align expectations, and advocate for their needs with clarity and confidence.

(11) GUIDELINES FOR EFFECTIVE CROSS-CULTURAL DIALOGUE

- GARY LYON • *Vice President of Innovation and External Affairs, Senior Diversity Officer, The Baker Center for Children and Families*
- KIM HOPKINS • *Consultant, Centerboard, Inc.*

This interactive workshop introduces the VISIONS, Inc. Guidelines for Cross-Cultural Dialogue, the Feelings Wheel, and the concept of Feelings as Messengers to foster deeper self-awareness and more effective communication across difference. Explore tools to navigate difficult conversations, recognize emotional responses, and build shared understanding in diverse teams and communities.

(12) THE REAL PROGRAM: A 'PATHWAY' TO HOPE

- CHRISTOPHER LAUREANO • *REAL Program Director, Bay Cove Human Services*

Learn about the Recovery Education and Learning (REAL) Program at Bay Cove Human Services and how it can be a valuable resource for anyone with lived experience that is either interested in or is currently doing work as either a Peer Specialist or a Mental Health Provider.

(13) LEGAL AND FINANCIAL UPDATE

- ANITA LICHTBLAU • *Partner, Casner & Edwards LLP*
- SHARON LINCOLN • *Partner, Casner & Edwards LLP*
- BRENDA DECOSTA • *Managing Director, CBIZ Advisors LLC*
- DYAN D. REINHOLD • *Managing Director, CBIZ Advisors LLC*

Join legal and financial nonprofit experts for updates including: accounting, financial auditing and UFR update; challenges to termination and suspension of federal grants; procedure and grounds for revocation of 501(c)(3) tax exemption; and proposed changes to IRC provisions governing 501(c)(3) organizations.



(14) CHAT WITH COMMISSIONERS: DISABILITY & COMMUNITY SERVICES

- DR. OPEOLUWA SOTONWA, COMMISSIONER • *Commission for the Deaf and Hard of Hearing*
- COMMISSIONER SARAH PETERSON • *Department of Developmental Services*
- COMMISSIONER JOHN OLIVEIRA • *Commission for the Blind*
- COMMISSIONER TONI WOLF • *MassAbility*

Hear about departmental updates from the Massachusetts Commission for the Blind, Massachusetts Department of Developmental Services, Massachusetts Commission for the Deaf and Hard of Hearing and Massachusetts Rehabilitation Commission.

(15) TRAUMA INFORMED YOGA

- DAVID EMERSON • *Co-Director, Center for Trauma and Embodiment*

Take a moment out of your busy day to de-stress and unwind! Join the Center for Trauma and Embodiment for an embodied practice session of trauma informed yoga. Participants will learn embodiment techniques to apply in their own lives and workplaces, and the benefits of embodied practice on persons served.

(16) FINDING CALM IN THE CHAOS: DECREASING STRESS THROUGH MINDFUL THINKING

- STACIE WATSON • *Owner/Partner, Transformative Leadership Strategies*

Explore meaningful ways to shift worry, feelings of anxiety, and negative thinking patterns. This includes bringing mindful attention and intention to thoughts and practicing centering and breathing exercises designed to deepen awareness — resulting in a greater peacefulness in body, mind and heart.

(17) GREAT LEADERS EAT LUNCH

- COLLEEN DELVECCHIO • *Chief Maximizer, Maxady*

Burnout should never be a badge of honor. And it's not a personal failure — it's a leadership challenge. In this powerful workshop, Colleen shares how leaders can prevent burnout by modeling healthy habits, setting boundaries, and creating a culture where well-being is part of the job.

(18) HOLDING HOPE BY REMEMBERING HOW FAR WE HAVE COME

- SARA KYSER • *Vice President of New Way Services and Professional Development, Mental Health Association*

In times of growth and uncertainty for the human services world, we can find hope in the great strides we have made as a whole. Learn from the adaptability of those who faced their unprecedented times as we rally together to tap into the unique resources of our time.

(19) ETHICS DISCUSSION: USE OF AI IN SUPERVISION OF MENTAL HEALTH COUNSELING

- JOE WEEKS • *Exec. Director and Public Policy Director, MA Mental Health Counselors Association, Inc.*
- JENNIFER HURLEY • *Special Projects/Membership Chair, MA Mental Health Counselors Association, Inc.*

Learn how AI may impact clinical practice and supervision of mental health counselors. Discuss implications for compliance of relevant ACA and AMHCA ethics codes and legal standards.

(20) THE EQUITY WORKFORCE METRIC: EVALUATION FRAMEWORK FOR CAREER ADVANCEMENT PROGRAMS

- EMMANUEL OWUSU • *Executive Director, African Bridge Network*
- IMANE ROUSSEL • *Partnership & Engagement Director, African Bridge Network*

Explore how data can be used to track, understand, and support staff's career advancement. African Bridge Network will share insights into building systems to assess programs, inform decision-making, and strengthen retention.

(21) STRATEGIC SELF-DISCLOSURE: A CLINICAL TOOL

- KATHRYN WILSON • *Senior Program Director, Parenting Journey*
- LYDIA CARBONE • *Director of Training, Parenting Journey*

Strategic self-disclosure is now recognized as a valuable tool. When used thoughtfully, it can strengthen relationships, build trust, reduce power imbalances, support participation, and ease shame or guilt. This presentation defines strategic self-disclosure, outlines its benefits and risks, and offers guidance on adapting its use in virtual settings to enhance service delivery.

(22) BEYOND COMPLIANCE: WHY CONTINUOUS QUALITY IMPROVEMENT MATTERS

- KIMBERLY FISHER • *Chief Behavioral Health Strategy Officer*
- RAYA JACKSON • *Director of Quality and Outcomes*
- ELIZABETH MCDONALD • *Area Program Dir. - Mobile Crisis Intervention*

Learn about the "Plan, Do, Study, Act" model of continuous quality improvement (CQI) and will learn about the value of CQI as it relates to quality improvement, stakeholder investment, and risk management. Riverside Community Center will host an interactive, and participants will have the opportunity to walk through a scenario, rehearsing, piloting and scaling CQI within organizations.

(23) STRATEGIES TO RETAIN A DIVERSE BEHAVIORAL HEALTH WORKFORCE

- ALEXANDRA ALDEN • *Assoc. Dir. of Research, William James College*
- GEMIMA ST. LOUIS • *VP for Workforce Initiatives & Specialty Training, William James College*

Retention of behavioral health workers from underrepresented groups is vital to culturally competent care and organizational sustainability. This workshop shares findings from a workforce study on why these professionals stay or leave — and how organizations can respond.

(24) ICHRA: IS IT RIGHT FOR YOUR ORGANIZATION?

- JOE LAWLER • *Senior VP, USI Insurance Services*

This session will explore the benefits of ICHRA (Individual Coverage HRA) health insurance plans and what ICHRA can bring to your organization's employee benefits package. Experts from Convention Sponsor USI Insurance Services share the value of ICHRA and answer FAQs about implementation and cost savings for human service nonprofits.

(25) HOT TOPICS IN EMPLOYMENT LAW FOR NON-PROFIT PROVIDERS

- JILL MEIXEL, PARTNER • *Krokidas & Bluestein LLP*
- CASSIDY MILLS, ATTORNEY • *Krokidas & Bluestein LLP*

Questions regarding employers' obligations have increased this year given several EOs, adding a layer of complexity. This workshop will provide guidance and best practices on employment law "hot topics."

(26) SIDE BY SIDE: PEER SUPPORT FOR FAMILIES NAVIGATING RECOVERY

- LATISHA GOULLAUD • *Director of Recovery*
- LINDA SARO • *Family Engagement Specialist*
- OMER MENDELSON • *Director of Family Engagement & Parenting Services*
- ANGELA OWENS, CARC • *Peer Support Specialist*
- EDDIE POMEROY • *Peer Support Specialist*
- ALYSSA IANNUCCILLI, LMHC • *Clinical Supervisor*

This panel discussion with Institute for Health and Recovery employees will explore the role of peer support specialists with lived experience of recovery in supporting parents navigating substance use and the Department of Children and Families.



(27) CHAT WITH THE COMMISSIONERS: CHILDREN, YOUTH & FAMILY

- COMMISSIONER AMY KERSHAW • *Department of Early Education and Care*
- COMMISSIONER CECELY REARDON • *Department of Youth Services*
- COMMISSIONER STAVERNE MILLER • *Department of Children and Families*
- COMMISSIONER JEFF MCCUE • *Department of Transitional Assistance*

Hear about departmental updates from the Massachusetts Department of Early Education and Care, Massachusetts Department of Transitional Assistance and Massachusetts Office of the Child Advocate.

NETWORKING ROUNDS

Connect with your network! Join leaders and colleagues from across the state to discuss tips, strategies and best practices in the HR and training, supervision and management and public policy and advocacy spaces.

(28) NETWORKING ROUND: HUMAN RESOURCES & TRAINING LEADERS

- SHAVON ANDREWS • *Team Lead & Assoc. HR Director, Insource Services*

(29) NETWORKING ROUND: SUPERVISORS & MIDDLE MANAGERS

- JIM OGNIBENE • *President, Visioneer Consulting LLC*

(30) NETWORKING ROUND: PUBLIC POLICY & ADVOCACY

- ANDREA COOK • *VP of Comms & Community Relations, WORK, Inc.*
- KAREN WILLIAMS • *Senior VP of Strategy, IDD, & BI Services, Advocates*

(31) DE-STRESS ON THE JOB: SIMPLE TOOLS FOR STAYING GROUNDED AND EFFECTIVE

- SUZANNE KRATZIG • *Founder, Turtle Fire Coaching Training*

Explore how stress shows up in the body, thoughts, and behavior; discover simple practices to shift out of survival mode in the moment; and leave with strategies they can apply for themselves and share with their teams.

(32) CONNECT WITH CAIT: BURNOUT CHAT FOR DIRECT CARE STAFF

- CAIT DONOVAN • *Keynote Speaker*

The convention's keynote speaker, Cait Donovan, will sit down with direct care staff to lead a discussion about how to address burnout among employees and their own feelings of burnout.

(33) STRATEGIC PLANNING AND COMMUNICATION FOR RESILIENT NONPROFITS

- DIXIE CASFORD • *Partner, Curtis Strategy*

In today's volatile environment, nonprofits struggle to remain agile while maintaining mission clarity amidst unpredictable funding and shifting regulations. This interactive workshop reveals how strategic planning and intentional communication stabilize organizations during uncertainty. Learn adaptive planning, scenario mapping, and cross-stakeholder communication.

(34) OUR GREATEST ASSET: WORKFORCE RECRUITMENT, RETENTION AND RESILIENCE

- AUDREY CLAIRMONT • *COO, North Suffolk Community Services*

This interactive training is designed for human service leaders and focuses on promoting workforce recruitment, retention, and resilience. These three pillars will be explored as components of building a strong and stable workforce. Gain practical tools to help their agencies foster a healthy, committed, and sustainable team.

(35) AI IS HERE – NOW WHAT? BRING YOUR QUESTIONS, LEAVE WITH PROMPTS!

- MICHAEL HALPERIN • *HR and Engagement, Belonging & Advancement Consultant, Vinfen*

Titled, designed, and executed with the assistance of AI, this interactive presentation will demonstrate the value of AI in addressing strategic and tactical issues faced by social service agencies. You'll explore AI's history, learn how to create an effective prompt, review use cases and sample prompts for social services, practice creating prompts, and discuss the ethical use of AI.

(36) MOVING FROM UNCONSCIOUS BIAS TO INCLUSIVE LEADERSHIP

- DR. JESSICA PEPPE • *Chief Diversity & Culture Officer, RFK Community Alliance*

Transitioning from unconscious bias to inclusive leadership necessitates that participants recognize the subtle, often unintentional verbal and behavioral expressions of bias and microaggressions that can adversely affect marginalized and overlooked groups. The intention of this workshop is to enhance awareness, foster understanding, and devise strategies for identifying and addressing different categories of bias and microaggressions.

(37) GOT CONFLICT? CONFLICT SKILLS FOR HUMAN SERVICE PROFESSIONALS

- PEDRO SPIVAKOVSKY-GONZALEZ • *Exec. Director, Community Dispute Settlement Center*

This workshop will provide a framework for understanding the styles of how people respond to conflict, enable participants to examine how conflicts escalate and assist participants to identify strategies for de-escalation and prevention. There will be an opportunity for such practical application through a format that is interactive, engaging and draws from participants' own experiences.

(38) SUSTAINABILITY IN COMPENSATION: ENRICHING EMPLOYEE BENEFITS

- ALLISON WYATT • *CEO, Edgility Talent Partners*
- JENNIFER SVENDSEN • *Assoc. Partner, Edgility Talent Partners*

Edgility Talent Partners will unpack timely issues, including how to navigate rising costs of living, what really drives compensation, and how to apply equity considerations when inflation hits. We'll share real-life examples of living wage strategies, explore creative benefits that go beyond pay, and walk through how to align your salary planning and compensation philosophy with your organization's values.

(39) CREATING DREAM TEAMS THROUGH COURAGE, CULTURE AND COACHING

- JENNIFER RAY • *Dir. of Talent, Roman Music Therapy Services*
- MEREDITH PIZZI • *CEO, Roman Music Therapy Services*

Explore building high-performing teams by fostering bold decision-making, nurturing a supportive culture, and implementing effective coaching. Learn how courageous leadership drives innovation, a strong culture enhances collaboration, and tailored coaching unlocks potential. Offering practical strategies to align values, empower individuals, and sustain team success, drawing on real-world examples and actionable insights to inspire leaders to create cohesive, dynamic dream teams.

2025 WORKSHOP TRACKS

Please see previous pages for workshop blocks and detailed descriptions



Chat with Commissioners

- (1) **CHAT WITH THE SECRETARIES & COMMISSIONERS:** PUBLIC & MENTAL HEALTH, VETERANS SERVICES & ELDER AFFAIRS
- (14) **CHAT WITH THE SECRETARIES & COMMISSIONERS:** COMMISSION FOR THE DEAF AND HARD OF HEARING, DDS, COMMISSION FOR THE BLIND, MASSABILITY
- (27) **CHAT WITH THE COMMISSIONERS:** CHILDREN, YOUTH & FAMILY

Leadership & Organizational Development

- (4) LEAD WHAT'S NEXT
- (17) GREAT LEADERS EAT LUNCH
- (24) ICHRA: IS IT RIGHT FOR YOUR ORGANIZATION?
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Wellness

- (2) WELLNESS AND JOY IN THE MODERN WORKFORCE
- (15) TRAUMA INFORMED YOGA
- (16) FINDING CALM IN THE CHAOS: DECREASING STRESS THROUGH MINDFUL THINKING
- (31) DE-STRESS ON THE JOB: SIMPLE TOOLS FOR STAYING GROUNDED AND EFFECTIVE

Workforce Development & Staff Engagement

- (5) THE ETHICAL MANAGER
- (10) INFLUENCE UP! THE SECRETS TO MANAGING YOUR MANAGER
- (18) HOLDING HOPE BY REMEMBERING HOW FAR WE HAVE COME
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- (34) OUR GREATEST ASSET: WORKFORCE RECRUITMENT, RETENTION AND RESILIENCE
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Innovation & Technology in Human Services

- (6) FROM POLICY TO PRACTICE: HOW ONE AGENCY IS ADOPTING AI
- (19) ETHICS DISCUSSION: USE OF AI IN SUPERVISION OF MENTAL HEALTH COUNSELING
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Equity, Justice & Culturally Responsive Practice

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Networking Sessions

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