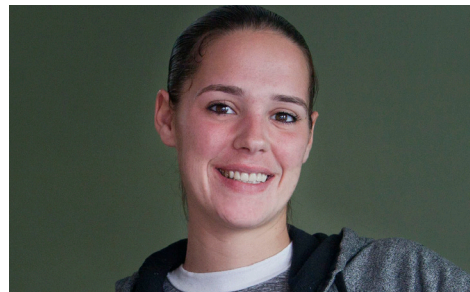




Bay Cove
Human Services

2017 ANNUAL REPORT



OUR MISSION

Bay Cove Human Services partners with people to overcome challenges and realize personal potential.

OUR COMMITMENT

To carry out the Bay Cove mission by providing individualized and compassionate services for people with developmental disabilities, mental illness, aging-related challenges and/or drug and alcohol addiction.



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Special thanks to photographer Aynsley Floyd for the stunning images featured throughout this report. Additional photography by Phyllis Bretholtz, Sean Browne, David Hirschberg, and Josh Wardrop. Design by Mirage Design.



LEADERSHIP MESSAGE

“Bay Cove Human Services partners with people to overcome challenges and realize personal potential.”

It was roughly a year ago that Bay Cove leadership—with input from a wide range of stakeholders—set to the task of developing a new Mission Statement for our agency. This thoughtful and intensive process was not inspired by any change to our mission itself, but by a desire to concisely describe the very core of what we do.

When the process was complete, we had settled upon the 14 words that led off this letter. While the new mission statement may seem simple in some ways, each word was carefully chosen to capture the true essence of the work we do at Bay Cove. Whether we’re providing service to individuals with developmental disabilities or mental illness, helping men and women battle the insidious disease of addiction, or assisting those dealing with the life changes that come with aging, our mission is the same: partnering with people to overcome challenges and realize personal potential.

Thanks to your support, this has been another eventful and productive year for Bay Cove. We’ve expanded our coverage area to new parts of the state, establishing programs offering emergency mental health services to the Fall River area and Cape Cod. In addition, we opened our new Andrew House detoxification center in Stoughton, which—combined with our other Andrew House location in Jamaica Plain—has increased our capacity to serve people ready to begin their recovery from opiate addiction.

In the pages that follow, you will meet some of the amazing individuals we serve at Bay Cove, and read, in their own words, about how they are overcoming challenges and seeing their personal potential realized. We’re privileged to play a role as these men, women and children are, through perseverance and hard work, building full, rich lives for themselves.

You’ll also hear from a number of Bay Cove staff members about what the agency’s mission means to them, and how they’ve seen it put into action every day. It’s these dedicated employees (and their nearly 2,000 colleagues) who allow us to carry out this mission—24 hours a day, 7 days a week, 52 weeks a year—for the people who face the greatest challenges.

And, of course, we continue to be grateful to you for the role you play in the success of the Bay Cove mission. As a member of the Bay Cove community, each time you make a donation to our agency, volunteer your service or share your expertise at one of our programs, or join us for one of our special events, you are providing the critical support that makes it possible for us to help serve thousands of people, one person at a time.

Michael A. Lento

Mike Lento
Chair, Board of Directors

Bill Sprague

Bill Sprague
President & CEO

WHAT WE DO

ADDICTION SERVICES

Addiction is a medical condition that ravages and derails the lives of people with the disease and their families. Bay Cove's Addiction Services provide a continuum of services which offer effective treatments individually tailored to each person. Our services include acute detoxification treatment; inpatient transitional support services; recovery homes, including ones for specialized populations such as expectant and new mothers battling addiction; a homeless outreach team and a shelter for homeless adults struggling with active addiction; and outpatient medication assisted treatment. Wherever an individual is in his or her battle with addiction, our services are designed to support his or her developing recovery skills and journey to improved health and life.

CHILD & FAMILY SERVICES

Bay Cove's Child & Family Services promote the physical, mental and emotional development of children. The Early Intervention (EI) program serves children under three years of age who are developmentally delayed, have a known disabling condition, or who are at risk of developmental delays due to biological or environmental factors. Services are provided in the children's homes, in the community and at our EI program site, the Daniel C. Boynton Child Development Center. Located in the same facility, the Small Wonders Nursery School serves children from 16-36 months of age and utilizes a state-of-the-art facility and a high ratio of skilled professional educators to children to provide exceptional early childhood education for children with and without disabilities. Small Wonders also includes a specialized full-time childcare program for children who have been impacted by trauma and/or neglect, which integrates EI services into its curriculum.

HOMELESS SERVICES

Bay Cove's Homeless Services draw upon all our agency's service areas to provide vital specialized resources for members of Metro Boston's vulnerable homeless community. We offer supports to homeless adults with behavioral health challenges through housing first services (Home At Last); a Tenancy Preservation Project designed to intervene between landlords and individuals we serve who are at risk of eviction before they become homeless; and a drop-in Night Center that is a key component of Boston's continuum of care for the city's homeless. We also support senior citizens who are homeless, through our specialized Adult Day Health (ADH) service The Center for Change; our day shelter, the Cardinal Medeiros Center; and through transitional housing programs. And, our CASPAR (Cambridge and Somerville Program for Alcoholism and Drug Abuse Rehabilitation) programs include a homeless outreach team and a shelter for homeless adults struggling with active addiction.





KIT CLARK SENIOR SERVICES

Dedicated to helping Boston-area seniors age with grace and independence, our Kit Clark Senior Services offer a rich array of social, health, and therapeutic supports. Our nutrition and transportation teams deliver Meals on Wheels to more than 400 seniors each day, providing seniors with a nutritious lunch, accompanied by a friendly wellness check that is an important feature of each visit. These teams also provide close to 500 hot lunches daily at two dozen congregate sites throughout Boston. Our Senior Center is a supportive, friendly drop-in center that offers seniors a place to enjoy a variety of services and join in social, cultural, and community activities with friends.

Kit Clark also works in conjunction with Bay Cove's other service areas to offer additional specialized services for seniors, such as Adult Day Health (see **Long-term Support Services**, right) and our supports for homeless seniors (see **Homeless Services**, previous page).

LONG-TERM SUPPORT SERVICES

Bay Cove's Long-term Support Services (LTSS) work with individuals with a range of differing needs, offering a variety of ongoing services. Included under LTSS are Adult Day Health programs (administered at our Kit Clark Senior Services program locations), which provide supports that enable participants to receive individualized health, wellness, and social services designed to help them remain in their home and community and live as independently as possible.

LTSS also serves individuals with intellectual and developmental disabilities and their families, offering supports that foster each person's independence, wellness, and full participation in all aspects of life. Our Family Support Services help keep families together by assisting them in identifying and addressing the unique challenges faced in keeping a disabled family member in the family home. Our Individual Supports team helps each person to achieve and sustain independence in their home and community, and address their changing needs over time. Each individual partners with a worker who assists them with everyday, practical activities such as budgeting, shopping, and taking care of and keeping their apartment.

Bay Cove also offers a variety of community-based residences, where our staff members support many individuals with specialized medical and behavioral needs. Every home is unique,

reflecting the choices, interests, and needs of housemates. Finally, our array of day services includes a medically-intensive day habilitation program that offers health promotion, socialization, and the development of skills geared toward helping individuals achieve greater autonomy.

MENTAL HEALTH SERVICES

Bay Cove provides a comprehensive array of Mental Health Services designed to help people with serious mental illness build fuller and richer lives. We work with each person to engage them in accessing meaningful connections with others, as well as employment, treatment, crisis services, housing, and rehabilitative opportunities that enhance their stability, wellness and personal recovery. Our services include Community-Based Flexible Supports, PACT (a Program for Assertive Community Treatment), emergency psychiatric evaluations and diversionary services, clubhouses, day treatment, specialized residential services, peer led recovery supports and employment supports. We also provide outpatient behavioral health treatment, and care management that promotes improved integration of psychiatric and primary care.

PARTNERS IN HOUSING

Home is both a starting point, and a place to come back to—a place to take strength and comfort from, and a place where we are free to be ourselves. Bay Cove believes that each person deserves a safe, comfortable place to live that balances an individual's desire for independence with the support he or she may need.

Bay Cove operates uniquely designed **group residences** with varying levels of professional staffing, depending on the needs of the men and women who live in them. Included among our many diverse options are state-of-the-art residences

for individuals with both developmental disabilities and intensive medical needs who require 24-hour-a-day nursing support; homes for individuals with the dual concurrent diagnoses of mental illness and substance use disorder; specialized residences catering to younger adults, Spanish-speaking men and women, and Vietnamese men; houses for pregnant women and new mothers in recovery from addiction; and congregate housing sites and transitional housing for formerly homeless seniors.

We are also committed to helping people stay in their own homes for as long as possible, whether

that involves **Family Support** services for those caring for a developmentally disabled family member in their home; our **Tenancy Preservation Project**, which advocates for disabled individuals at risk of eviction; **Meals on Wheels**, which provides daily meal deliveries and wellness check-ins to homebound seniors; the **Senior Home Improvement Project** that assists seniors with simple, much-needed home repairs; or our nursing staff providing **hospice services** for longtime clients nearing the end of their lives.

LIVING THE BAY COVE MISSION

Kristin Falvey

Director of Day Services for Long-term Support Services

My experience is that Bay Cove is willing to take risks, and is open minded—seeing what is possible, not what has been. We're known for accepting people who aren't accepted elsewhere, because of their challenges and complexity. With the people I serve, I'm encouraged to promote personal choices, even when the outcome seems distant or impossible. With this philosophy,

I have watched people with complex needs develop skills and express choices so that they can achieve dreams of work, friendship and talent development. Bay Cove has taught me and my team to see beyond the obvious barriers to the hidden potential within. I have witnessed people grow as they see the potential within themselves.





AUGGIE

“When I first came to Juliette in 2010, I could barely understand Auggie. She had a lot of anger then, but I think that living here—seeing the same faces everyday, experiencing consistency in how people treat her—has made a tremendous difference. She’s much calmer, has a better temperament, and is much more talkative and interactive with the household. She’s much more sociable, and just happier. We’re thrilled by how far she’s come.”

~ Emilia, Program Director at Juliette Street

Auggie is a resident of our Juliette Street house for women with developmental or intellectual disabilities. Her early days at Juliette were marked by some behavioral issues, particularly following the death of her mother. She would sometimes stop going to her day program—the Dorchester-based job training non-profit Work Inc.—and was often sullen and uncommunicative with her housemates. However, the more that staff at the house worked with Auggie, counseled her, earned her trust and opened the channels of communication with her, a dramatic change in her demeanor revealed itself. Today, Auggie is an eager participant in communal house outings like shopping trips and summer vacations to the Maine seashore, and, in 2017, she was named Work Inc.’s Strides Performer of the Year and recognized at their annual awards night.

PARTNERS IN RECOVERY

Bay Cove operates all its programs with the understanding that individuals are not defined by their diagnoses and that, above all, recovery is attainable. In more than 40 years of providing mental health and addiction services, we've witnessed men and women—with the support of clinicians, peers and family members—face challenges head-on and come out stronger on the other side. Today, we offer a range of services that are focused on helping people achieve lasting recovery, allowing them to pursue their individual goals, repair and strengthen their personal relationships, and make meaningful contributions to their communities.

For those battling addiction, detoxification is just a first step on a long and difficult journey. Bay Cove

offers a continuum of addiction services to help individuals pursue recovery and maintain sobriety. **New Hope Transitional Support Services** offers “next step” treatment for clients between detoxification and long-term residential or outpatient care—including residential rehabilitation services, ambulatory services, narcotic treatment and other transitional care—while helping them to develop a plan for a new life in recovery. Our **Residential Programs** and **After Care Services** are designed to help individuals maintain sobriety while developing skills they'll need when they transition to living independently. From interpersonal relations to job interview strategies and parenting skills, our houses for men and women give people the tools and support they need as they embark on a life of sobriety.

For individuals with mental illness, Bay Cove's **Community-Based Flexible Supports (CBFS)** provide treatment and support in all facets of their journey to recovery. CBFS staff work with individuals to identify and achieve goals, learn and refine skills and integrate fully into the community—progressing from structured day programs and group housing to more self-sufficient living. Staff work with CBFS clients on everything from independent skill building to employment and housing supports, while identifying talents and abilities, rather than focusing on disability. In this way, we support high aspirations and the striving and thriving that leads people on their path of recovery.

LIVING THE BAY COVE MISSION

Lydie Ultimo-Prophil

Vice President of Addiction Services

I see the word “partner” as being so central to Bay Cove’s mission. People who have tried more than once to break their addiction can get so accustomed to being told “this is how you have to do it.” Here, I feel people really come in and find a supportive partner. Our approach is to develop a person-centered treatment plan, and that means having a person involved in creating their

own care plan. We’re working together with someone—often a person who’s lost everything and is severely traumatized—to help them get their sobriety back. Engaging a person that way—getting them to take an active role in helping themselves—is truly empowering, and I think that empowerment is key to every service we provide at Bay Cove.





MICHELLE

“At New Hope, I was exposed to a positive way of life in a comforting and safe environment, and my counselors helped me by giving me respect, by having expectations of me, and providing me the structure I needed to get well. They reconnected me to who I was before my addiction. Now, I’m working to help others—working for the moment when I stop seeing the disease in someone’s eyes, and start seeing the hope. I’ve been where they are, and I’ve come a long way. Today is pretty amazing.” ~ Michelle

By the age of 21, Michelle had her own apartment, a psychology degree and a promising future. But she lost it all when she became addicted to alcohol and opiates. She had been through several different detox programs and was homeless when, in 2013, she decided to give it one more try—that time, after completing detox, she found Bay Cove’s New Hope Transitional Support Services. At New Hope, Michelle says she was challenged to fight for her sobriety, and given the tools, techniques and support she needed. Following her time at New Hope, she moved on to our CASPAR Womanplace residential program, where she found herself embraced by what she calls “an empowering community of women.” Today, Michelle has been clean and sober for four years, and is now employed as a Case Manager at New Hope, helping others receive the life-changing services she did.

PARTNERS IN COMMUNITY

Bay Cove focuses on the needs of the individual, but we also know that each individual is able to best thrive and succeed when they have a community from which they can take strength, support and the feeling of having a place to belong. Too often, people with addictions, mental illness and disabilities can feel marginalized, stigmatized and isolated. Part of what Bay Cove offers through its programs is the opportunity for the people we serve to learn they don't have to face their struggles and challenges alone.

Individuals with a mental illness have a safe and nurturing place to come together at Bay Cove's clubhouses, which include **Transitions of Boston** and **Center Club**. The clubhouses offer a safe and supportive environment in which members can work at their own pace towards rewarding employment, education, decent and affordable housing, a social life, overall well-being and full

community integration. The principles of self-help, peer support and empowerment are expressed by agency staff working in a partnership model with clubhouse members, who assume a role in the day-to-day operations of the club. Members are able to develop new job skills and good work habits, and increase self-confidence.

Bay Cove also fosters the creation of a community of peers through our two Recovery Learning Centers—**The Peer Education Resource Center** and **Peer Support Network**—in which individuals pursue meaningful life changes through group discussions and workshops with others sharing a lived experience of psychiatric illness and/or cognitive impairment.

Families caring for a loved one with a psychiatric or developmental disability can join a community of those who've experienced such challenges

firsthand. Our **Family Support** services help families negotiate the difficulties that come with caring for a disabled family member in the home, while also offering aid in accessing available services and public assistance. We also offer **Parent Support**, in which moms and dads can consult with other parents of children with disabilities in a safe, confidential environment; receive one-on-one support from a Parent Partner; take a variety of trainings based on the needs of the particular parent or child; gain access to a lending resource library, and much more.

And, seniors in the Dorchester area have a place to meet up with friends each day at our **Madden Senior Center**—this hub of activity for our senior community unites men and women of all backgrounds for social activities, exercise and fitness classes, nutritious meals and other communal pastimes.

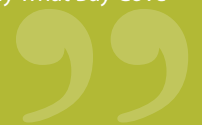
LIVING THE BAY COVE MISSION

Steve Ponte

Service Director, Mental Health Services

When I joined Bay Cove, I was coming from a much more corporate background. I was embraced immediately, and felt part of the Bay Cove culture from the onset. One of my first memories was visiting our Center Club program, and seeing a bunch of folks working together at various tasks throughout the program. I had no idea which individuals

were Bay Cove staff and which were members, nor did that seem to matter to anyone involved. I soon realized that this was by design and perfectly illustrated Bay Cove's mission of partnering with the people we serve. That first impression has stuck with me and still reminds me daily what Bay Cove stands for.



DAVID & JASON



"Everyone's very nice here, and I've made friends over the years. The Club's a good place to come when you're feeling low – it's a very positive atmosphere. They believed in me, and inspired me to be able to get such a good job. I love the responsibility I have at my job, working with the nurses and helping the patients. I got a recognition certificate, and I'm getting a raise soon. I feel very proud." ~ David

For nearly 60 years, Center Club has acted as a tremendous social, educational and employment resource for men and women with mental illness. As a program that is steered, in large part, by the members, everybody who walks through its doors can get something different from being a part of the Club.

David has been with Center Club since 2009, and in that time, the Club has helped him by offering a structured social circle outside of the home he shares with his mother and sister; moral support and encouragement in his daily struggles with obsessive compulsive disorder; and as a place to learn new skills. Jason has been with the Club for just a year, but he credits the staff there with helping him learn to cook, getting him involved with advocacy opportunities, helping him write a resume, and paying for the driver's education classes that allowed him to finally get a driver's license. And both men were able to secure meaningful employment through the Club's supported employment program: Jason works as a car detailer at Enterprise Rent-A-Car's Logan Airport location, while David recently celebrated his five-year anniversary at Spaulding Rehabilitation Hospital in Cambridge, where he works as a Unit Service Aide.



"The Club's helped me get involved with activism and they helped me land my job. I work for a good company, and it's a great opportunity for me. I'm working to save up for my own car, and to move into my own place someday." ~ Jason

PARTNERS IN EMPLOYMENT

Nothing provides a person with a sense of purpose and worth quite like meaningful employment. Having a job signifies to the world that you are contributing to your community and making a difference. For people with a developmental disability or mental illness, or recovering from addiction, having a job is a source of tremendous pride and a way to show the world that they are just as able to contribute as the next person—a way to defy the stigma that society places upon them. Helping the people we serve find meaningful employment, therefore, is a key focus of many Bay Cove programs.

Our Long-term Support Services offer supported employment through our **Center House Employment Supports** in Boston and our **City Square Employment Supports** in Charlestown, with skilled Education Employment Counselors assisting people in obtaining and maintaining employment with community employers, while

also helping with resume building and skill training. Clients receive visits at their job site from Bay Cove job coaches, but are otherwise assimilated fully into the workforce at their job. For individuals who may not yet be ready for individual job placement, Bay Cove leads supported work crews in order to refine work skills and gain greater confidence, professional work attitudes and good work habits. These work crews consist of 2-5 individuals, supported by job coaches, doing short-term projects at a variety of local businesses.

Our Mental Health Services also offer a variety of resources, including employment supports through **CBFS Employment Services**. CBFS offers services including individualized career planning, vocational and educational opportunities, job seeking skills training, on-the-job skill training (job coaching), post-placement supports and more.

Thanks to generous grant funding from the Sidney R. Baer Jr. Foundation, **Center Club** has been able

to offer its members a diverse array of academic classes, peer tutoring, and vocational programs through its **Professional Employment Initiative (PEI)**. Since 2012, PEI has paid for individuals with mental illness to take cosmetology classes and floral design courses, learn music production skills, and train with the Red Cross to become certified nursing assistants—crucially important vocational training opportunities that have turned into not just jobs, but careers.

In the last decade, Bay Cove's varied **Supported Employment** programs have established mutually-rewarding relationships with a number of major companies, securing job placements for our clients with developmental disabilities and mental illness. Companies such as Stop & Shop, CVS, Walgreens, Home Depot, UMass Medical Center, Shaw's, Clover Food Labs, Spaulding Rehabilitation and Carney Hospital—just to name a few—have seen the benefit of employing hard-working Bay Cove clients.

LIVING THE BAY COVE MISSION

Charles Hollins

Director of Advocacy

In 21 years at Bay Cove, I've been fortunate to see many examples of our commitment to partnering with individuals to achieve their goals and dreams. One of the most gratifying was watching two people dually diagnosed with mental illness and mild developmental disability, as they fell in love and got married. Their friends and Bay Cove staffers made up the bridal party and audience in a ceremony that held strong cultural meaning for them both.

Today, they've been married over 19 years, and been competitively employed for more than 17 years. But their deepest pride and joy is their 16-year-old son, now a thriving high school junior. I'll never forget how the husband shook my hand and, smiling brightly, told me that Bay Cove helped make his family possible. That, to me, is our mission in action.





MONICA

When Monica first began working with our City Square Employment Services (CSES) in Charlestown, staff recall her as being shy and quiet, but also determined to gain the increased independence that comes with securing employment. With the help of CSES job coaches, Monica landed a secretarial position that she succeeded at, and which bolstered her confidence—so much so that she found her voice, and joined an advocacy group (Massachusetts Advocates Standing Strong) that speaks to state legislators about the needs of people with disabilities. Two years ago, Monica also decided that she wanted more hours than she was getting at work, and applied for and got her current job—working at the gift shop of the New England Aquarium. Her job coaches conduct quarterly job reviews, where they routinely hear what a joy it is to have Monica as part of the team—her co-workers have even taken to calling her “Monica Sunshine” because of her bright demeanor. Monica takes justifiable pride in all she’s achieved, and continues to strive to achieve even more.

“In my job, I greet customers and help them find what they need. I enjoy it, because the people I work with are very nice, and you get to see so many different people everyday. I used to be shy, but I just got out of that eventually, and now I smile a lot. I work 4-5 days a week—I prefer it to sitting at home. I like making money and paying my bills! [CSES] has been such a big help—they help you find the best jobs.” ~ Monica

PARTNERS IN HEALTH & WELLNESS

Good health—both mental and physical—serves as the basic foundation upon which Bay Cove can offer the range of services an individual needs to achieve a full, rich life. Across all our service areas, Bay Cove strives to encourage healthy practices and supports for the men and women we serve.

One of the most widespread and devastating public health issues facing our nation today is opioid addiction. Bay Cove came into existence more than 40 years ago as an agency dedicated to treating people with addiction disorders, and that continues today, beginning with the medically-monitored detoxification services offered at our two **Andrew House** locations. A team of nurses, nurse practitioners, doctors, psychiatrists and other medical personnel offer 24-hour care at these acute treatment facilities. Similarly, the medication assisted treatment at our **Bay Cove Treatment Center** combines carefully-monitored medication with comprehensive group and one-on-one counseling, all designed to help patients deal with the physical and mental

components of addiction. CASPAR's **FirstStep** street outreach program allows us to offer life-saving care to homeless men and women, and the CASPAR **Albany Street Shelter** provides healthcare services and meals, while also getting people off the streets and, in many cases, acting as a point of entry to life-saving addiction treatment.

Studies have shown that individuals with serious mental illness have a life expectancy that is, tragically, 28 years shorter than the general population. Knowing this, Bay Cove places particular importance in building services that bridge the gap that so often exists between behavioral healthcare and physical healthcare. Our **Michael J. Gill Wellness Center** looks to create opportunities for individuals to achieve the fullest of health and well-being, with weekly group sessions offering techniques for stress management, smoking cessation, healthy eating and more. Other healthy activities include yoga, acupuncture, Tai Chi, and expressive therapies. Bay Cove also assists our clients in living healthily through our virtual

Health Home, a program in which a care manager and client work together to develop a plan that coordinates the individual's physical and mental healthcare services, while helping them access needed routine/preventative care and effectively manage chronic conditions.

Remaining healthy as we age is of crucial importance, and our Kit Clark programs place tremendous importance on keeping seniors healthy and active. In addition to the physical and mental stimulation that comes from frequent socialization, we offer **Fit-4-Life** exercise classes and provide healthy and nutritious meals at our congregate dining sites. And our **Adult Day Health (ADH)** services pair socialization activities with nursing-supported health care—specialized ADH offerings include a **Memory Loss ADH** for seniors with dementia and the **Center for Change**, the state's only ADH designed specifically for older homeless adults. The Center provides respite from the rigors of living on the street, and assistance with the myriad health complications that can come from being homeless.

LIVING THE BAY COVE MISSION

Nancy Mahan

Senior Vice President of Services

One thing that I've found greatly inspiring and impactful, during my four decades with this remarkable organization, is that the partnerships we forge with the people we serve are true reciprocal relationships. In a genuine partnership, both parties grow and learn unexpected things about themselves—and that happens frequently at Bay Cove. In fact, the men, women and children who receive services in our programs are often

our best teachers. We partner with them through hard times and failures, we share in their successes, and we learn from their strength and tenacity. As a result, each person's journey both inspires us and helps Bay Cove to continually evolve, thrive and grow—enriching our programs and, ultimately, our entire community.





JEFF

When Jeff came to the Center for Change Adult Day Health program for homeless adults in 2015, he was dealing with a number of challenges. He was a double amputee confined to a wheelchair—having lost his legs due to frostbite incurred sleeping outdoors—and drank heavily. During his time with the program, he displayed signs of mental trauma, eventually culminating in staff directing him to a medical center for hospitalization. However, his time in the safe and structured Center for Change has acted as an impetus for him to make changes. He sought and received detox treatment, as well as a home health aide to assist him at his new studio apartment. He began to engage more with fellow program members and staff, and worked diligently to master the prosthetic legs he now uses. Today, he uses the program’s computer to research subjects of interest to him, joins in group outings, lifts weights in exercise group, and works with volunteer writers who come to the Center to help participants write down their stories in their own words. Jeff has become more proactive about self-care and self-advocacy, and is taking advantage of opportunities that arise to enhance and improve his overall quality of life.

“It’s been really good being at this program—sitting at home alone all the time isn’t good for anybody. This is a good environment, to help keep your mind occupied through the day. Everybody is nice here, and they help us do activities, do our laundry—help us stay on a good path. They helped me get an apartment, and I’m not in my wheelchair much now. I’ve gotten pretty good at the prosthetics. I like to get up early now, and get the day started.” ~ Jeff

PARTNERS IN LEARNING & DEVELOPMENT

Bay Cove is committed to meeting each individual where they are, and working to help them get where they want to go. The starting point is always different, just as each person's eventual goal is, but the approach is the same: to provide the kind of services that will allow each person to develop at their individual pace, while learning the skills they need to achieve their desired goal.

Bay Cove's **Early Intervention (EI)** program specializes in that most crucial stage of development, providing services to children under three years old. EI services are provided to children who are developmentally delayed, have a known disabling condition, or who are at risk of delay due to biological or environmental factors. Our clinical staff—which includes early childhood educators, social workers, speech/

language pathologists, and occupational/physical therapists—use tools like individual stimulation, toddler playgroups, speech and physical therapy, family counseling, art and music therapy, with the goal of improving each child's physical, mental and emotional development and communication skills.

Adults with developmental disabilities are encouraged to explore their full potential through Bay Cove's array of day services. Our **Day Habilitation** services are tailored to help each participant reach his or her optimal level of physical, cognitive, and psychosocial ability, by engaging in activities that include guided movement, art therapy, music therapy, dance therapy, social and life skills classes, health and nutrition classes, cooking groups, gross and fine motor activities and exercise.

As part of our **Community-Based Day Supports**, educational groups are offered each day. Skilled instructors use standardized curriculum and customized lesson plans to ensure each group addresses a variety of learning styles and abilities. Participants have learned everything from communication skills for self-advocacy, to problem solving and conflict resolution, to budgeting, money management and computer skills.

Members of **Center Club** are exposed to a variety of educational opportunities and supports, including in-house tutoring by other members; in-house literacy and ESOL classes; computer training; educational counseling; HiSET exam and GED referrals; college planning; and assistance with financial aid.

LIVING THE BAY COVE MISSION

Jennifer Greene

Director of Program Services for Human Resources

Something I have consistently heard asked in my years at Bay Cove is "What if that was your mother, your brother, your loved one who needed services? Would you choose us?" The ability of the staff to partner with those we serve and their family members, so they can reach their fullest potential, has been something I've always admired in this agency. In 2005, I had a

beautiful baby boy, who happened to be born with a rare disease. When it came time to reverse my role from the provider of services to the recipient of services, I never hesitated. I always knew who I was going to trust to provide my son with the Early Intervention services he needed: Bay Cove.





ROSALINE & NASIR

"I'm so grateful for the help I've received. The work that Sharon has done with Nasir has reassured me so much, and helped me cope with my anxiety as a parent. She talks to me and explains everything, so I feel like I know what to do to make sure he's developing as he should. She's helped me have confidence in my decisions as a parent, and helped me make sure Nasir gets the attention he needs. Sharon's been like family to us." ~ Rosaline



Rosaline was referred to Bay Cove's Early Intervention program a month after her son, Nasir, was born. The family qualified for a year of EI services because Rosaline was taking the prescription medication suboxone while pregnant with Nasir, which can, in some cases, lead to developmental delays in newborns. The family receives weekly visits in their home from EI staff, where mom, baby and clinician engage in play activities that measure Nasir's gross motor skills (sitting, pulling up, crawling) and fine motor skills (grabbing, feeding himself), speech and social skills. However, Bay Cove's EI services benefit not just baby, but the family as a whole, as our clinicians work with Rosaline on the parenting skills needed for Nasir's first year.

Environmental factors can also cause delays, and Bay Cove has helped facilitate a healthy home environment. When Rosaline—a domestic violence survivor—lost everything in a fire, she and her children were living with family in a cramped apartment. When they found a place of their own, it was a generous Bay Cove supporter that supplied the family with the furniture they needed for their new home. Nasir is now a happy, active six-month-old who has successfully hit all of his developmental milestones thus far, and the family is on a path to success.

SPECIAL EVENTS

Special Events are a central component of Bay Cove's efforts to raise critical funds in support of, and to raise awareness of, our programs, our mission and the people we serve. We extend heartfelt thanks to all who participated in the following Special Events during fiscal year 2017. (July 1, 2016–June 30, 2017)

GEORGE C. CUTLER MEMORIAL GOLF TOURNAMENT

On October 11, 2016, Bay Cove supporters hit the links for the 21st annual George C. Cutler Memorial Golf Tournament. Led by Presenting Sponsor **Liberty Mutual** and Platinum Sponsors **Riemer & Braunstein LLC** and **Walmart**, supporters contributed more than \$100,000 to Bay Cove's Center House programs, helping individuals who face the challenges of mental illness and/or developmental disabilities to lead full, rich lives.



longstanding support of CASPAR, their commitment to creating positive change in their communities, and their unwavering efforts to help the most vulnerable residents of Cambridge and Somerville. Special thanks are offered to Jeff Lockwood, and all of our committee members; Presenting Sponsor **MIT**; Lead Sponsors **The Courtyard by Marriott**, **DivcoWest** and **Novartis**; Support Sponsors **Forest City**, **Google.org**, **Irving House at Harvard** and **Harding House**, and **Moriarty**; and all the other sponsors and supporters who gave so generously.

STRENGTHENING OUR COMMUNITY

On March 23, 2017, neighbors from Cambridge and Somerville gathered at the Courtyard Marriott Cambridge for CASPAR's annual fundraiser, "Strengthening Our Community." The event—which featured a live auction led by Event Chair **Jeff Lockwood** of Novartis and **Sarah Gallop**, Co-Director of MIT's Office of Government and Community Relations—raised more than \$165,000 for our Cambridge and Somerville-based homelessness and addiction service programs. At the event, CASPAR honored **Eric and Lori Lander and Family** with the Carl F. Barron Catalyst for Change Award for their



TEAM BAY COVE AT THE BOSTON MARATHON

The 121st Boston Marathon was run on April 17, and Bay Cove was once again part of one of Boston's most special days! The eight members of Team Bay Cove—**Leanne Bragdon, Allison Cleary, Charles Hollins, Erik Manczyk, Heather Santymire, Caitlin Shanley, Carin Metzger Smith** and **Lauren Spinelli**—all ran the full 26.2 miles from Hopkinton to Boston, and were cheered on in their efforts by Bay Cove staff and supporters. For the 10th consecutive year, Bay Cove was selected to participate in the John Hancock Boston Marathon Non-Profit Bib Program, and our team raised more than \$100,000 for our agency's programs. As always, we salute the determination of Team Bay Cove, and thank all the Bay Cove supporters who donated their time, their money, and their energy and spirit, cheering our runners on along the Marathon route.



THE BAY COVE HUMAN SERVICES 2017 CHANGING LIVES GALA

On June 14, close to 300 of Bay Cove's loyal supporters celebrated another year of reaching people and changing lives, when the agency hosted this year's Changing Lives Gala at the Seaport Boston Hotel. The gala was a magical evening celebrating the milestones and accomplishments achieved by the men, women and children served everyday by Bay Cove, while raising more than \$300,000 to support Bay Cove programs. Guests enjoyed a cocktail reception and live music; took part in a silent auction filled with wonderful items and a spirited live auction conducted by our auctioneer extraordinaire **Susan Wornick**; listened to an inspiring speech by guest speaker **Ana Marcelo** about her son's experiences and successes as a recipient of Bay Cove's Early Intervention

services; and were treated to a delicious dinner designed by our guest celebrity chef, **Paul Wahlberg** (Wahlburgers, Alma Nove). The highpoint of the evening was the presentation of the Changing Lives Award to **Alma Wahlberg**, matriarch of Dorchester's own Wahlberg family. Alma was recognized for her tireless support of organizations that serve the most vulnerable people in and around Greater Boston, and for her and her family's work inspiring hope and combating stigma. Profound gratitude is offered to all our Changing Lives Gala sponsors, including our Empowering Potential lead sponsor **Liberty Mutual Insurance**; our Gala co-chairs, **Bob Thomas & Joe Ailinger**; our guest of honor, Alma Wahlberg, and all our speakers at the event; all our guests who donated so generously; and everyone who made this wonderful night possible.



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ANDREA

"Coming here, I discovered for the first time that I really liked the feeling of being honest with myself and others, and taking honest consequences. I was told [at Womanplace] that they would help me, but they wouldn't work harder than I was willing to work myself. Life is amazing now—I've got the support of the women I live with. It's the sort of family feeling I never really had before. I can think of several times that they could've kicked me out, but they didn't. They stuck with me, and saw something in me that I didn't see. They gave me the chance to really clean myself up, and basically saved my life. I will always be so grateful for that." ~ Andrea

Andrea comes from a family with a history of addiction, and had been in and out of detox several times due to struggles with heroin. She suffered through a series of precarious living situations, including periods of homelessness. It was during one of these periods that she found out about CASPAR's Womanplace program, and she caught a break when a bed opened up sooner than expected. Counseling and group sessions helped her to look honestly at her behaviors, and awakened a strong desire to get and stay clean. This summer, Andrea celebrated a year of sobriety, and is living at our Grow House aftercare residential program, working as an assistant manager at a local restaurant, and has hopes of someday working in the recovery field herself.

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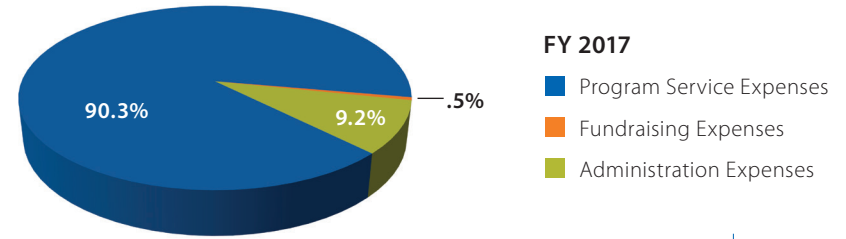
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FINANCIAL REPORT



CONSOLIDATED BALANCE SHEET	Audited 6-30-17	Audited 6-30-16
Assets		
Cash and Cash Equivalents	\$ 2,952,193	\$ 2,700,647
Net Accounts Receivable, Program Services	13,849,767	11,624,412
Contributions Receivable	101,734	81,814
Prepaid Expenses	546,391	499,373
Other Accounts Receivable	39,403	34,401
Short-Term Investments	874,593	864,408
Net Land, Buildings and Equipment*	33,113,426	32,684,317
Long-Term Investments	1,504,409	1,392,141
Other Assets	5,071,960	4,383,283
Total Assets	\$ 58,053,876	\$ 54,264,796
Liabilities		
Accounts Payable	\$ 2,954,675	\$ 2,758,897
Accrued Expenses	5,102,898	4,346,331
Current Portion of Long-Term Debt	754,280	708,415
Other Current Liabilities	2,308,184	25,362
Long-Term Notes & Mortgage Payable	19,782,183	20,303,999
Other Liabilities	220,168	218,826
Total Liabilities	\$ 31,122,388	\$ 28,361,830
Net Assets	\$ 26,931,488	\$ 25,902,966
Total Liabilities and Net Assets	\$ 58,053,876	\$ 54,264,796

CONSOLIDATED INCOME STATEMENT	Audited FY2017	Audited FY2016
Revenue		
Contributions, Gifts, Legacies, Bequests & Special Events	\$ 1,917,585	\$ 1,177,485
In-Kind Contributions	597,058	672,314
Grants	3,202,364	3,470,896
Program Service Fees	99,757,926	97,372,061
Other	719,194	638,485
Total Revenue	\$ 106,194,127	\$ 103,331,241
Expenses		
Salaries	74,382,275	71,803,792
Occupancy Expenses	10,389,458	10,138,836
Other Program / Operating Expense	10,013,088	10,133,226
Subcontract Expense	5,105,715	5,336,667
Direct Administrative Expenses	3,140,358	3,143,863
Other Expenses	166,922	134,343
Depreciation of Building and Equipment	1,981,712	1,742,610
Total Expenses	\$ 105,179,528	\$ 102,433,337
Operating Income	\$ 1,014,599	\$ 897,904

Bay Cove is an Equal Opportunity/Affirmative Action Employer. We consider applications for all positions without regard to age, race, color, religious creed, national origin, sex, sexual orientation, handicap/disability, gender-related identity, or any other legally protected status pursuant to the Massachusetts Fair Employment Practices Act.

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