Developmental Disabilities Services Adds New Programs

Bay Cove Human Services has continued to grow as an organization in the first half of 2012, with the agency taking on the operation of four programs for developmentally disabled individuals in Charlestown in May, and a further four programs in East Taunton set to become part of the agency in July.

The Charlestown programs—which consist of community-based day services and supported employment services operating out of a location in City Square, as well as a day habilitation/social recreation program and 10-bed residential program housed within assisted living center The Zelma Lacey House—serve 109 clients. The programs were formerly operated by the agency Life Focus, until DDS and MassHealth ended their contracts with them this spring and approached Bay Cove about picking up services.

“Bringing these Charlestown programs into Bay Cove gives us a new opportunity to provide our traditional wide range of high quality services to a new group of people who need them,” says CEO/President Bill Sprague. “The fact that we were the ones the state reached out to should be a mark of pride to all our employees. Bay Cove has become a ‘go-to’ agency, specifically because of the quality and diversity of services we can provide.”

The East Taunton programs were formerly run by Associates for Human Services, and consist of four residences—two homes and two apartments within the Caswell Cove complex, where Bay Cove already operates programs—that are home to 19 men and women. Bay Cove begins overseeing the residences on July 1.

“Since we first started running programs in this part of the state, we’ve always planned to expand further,” says Bill. “This is an opportunity to do that.”

Vice President of Developmental Disabilities Services Mary Jo Cooper feels that Bay Cove was selected by the state to take on these programs because the agency has established itself as an organization with a strong infrastructure and an ability to combine efficiency, creativity and professionalism to ensure the best possible results for the individuals receiving services.

“I think we have a reputation for working in close partnership with clients, their families and the agencies that fund our operations,” Mary Jo says. “We never forget that we are stewards of taxpayer dollars, and we take that very seriously.”

Mary Jo notes the extreme coordination needed—between everyone from HR and Nursing, to Property and Transportation, to Rep Payee and the DD direct care staff—to effect a complete changeover in just 60 days while impacting the clients as little as possible. “It works because of consistently good project management, great communication and people across the agency always being willing to jump in and help.”

The addition of the new programs in Charlestown and East Taunton means that Bay Cove’s DD Services have grown by 13 programs since July of 2011.
On page 1, you read that Bay Cove is stepping in on short notice to run existing developmental disabilities programs in Charlestown, as well as four DD residences in East Taunton. In both cases, Bay Cove was asked to take over after the state decided to discontinue contracting with the previous agencies, due to concerns over their management of the programs.

It’s a potent reminder to Bay Cove and our colleagues at other agencies of the tremendous responsibility we are entrusted with in managing public monies as we care for the most vulnerable members of the Commonwealth. It does our industry a great disservice when a rare example of gross mismanagement occurs and gets the inevitable play in the press. This can lead to generalizations that blemish the tremendous work done by so many agencies day in and day out to provide essential services for people in need.

I am very proud of the work we do at Bay Cove, and that the State acknowledges our success by asking us to do more when help is needed.

Bill Sprague
President & CEO

Human Service Workers’ Show of ‘Force’ Garners Support for Salary Reserve

On April 2, Massachusetts legislators got a glimpse of the potential power of a mobilized human services community when The State House was brought to a virtual standstill by a gathering of more than 1,000 members of the human services advocacy group The Caring Force, who were present to attend a rally in support of the Salary Reserve amendment.

Dozens of representatives from Bay Cove Human Services were among the massive crowd that flowed into the seat of Massachusetts government—many adorned in the bright and distinctive yellow T-shirts of The Caring Force.

Organized by The Providers’ Council, the rally was an opportunity for those in the human services industry to deliver the message that the hard-working individuals who care for the most vulnerable members of society need to be fairly compensated for their efforts.

Following a brief period during which State House security were actually forced to shut down the building due to capacity concerns, the determined throngs of supporters gathered together to hear speeches by family members of service recipients, supportive legislators like Senate President Therese Murray and Senator Karen Spilka, and representatives speaking on behalf of their particular human service organizations, including Caring Force member and ex-Bay Cove President Stan Connors.

Taking a turn at the podium for Bay Cove was our agency’s Board Chair, Bob Walters, who spoke eloquently about the work of human service professionals, saying: “It’s incredibly important that direct care workers receive a proper wage and an adequate increase so that consistent, quality care can be provided to our most vulnerable residents... I urge the House, the Senate and the Governor to include Salary Reserve funding in this year’s budget.”

The passion displayed on April 2 was rewarded May 24, when the Senate voted to add a $20 million Salary Reserve to its budget. At publication time, the Senate budget was being reviewed and ongoing advocacy efforts being mounted to encourage House legislators to preserve the Salary Reserve amendment in the final version of the budget to be sent to Gov. Deval Patrick.

Andrew House holds a notable place in Bay Cove history: the original location, a 20-bed facility established in the heart of South Boston's Andrew Square in 1974, was Bay Cove's very first program. Today’s Andrew House is a 60-bed ATS (Acute Treatment Service), located on Long Island in Quincy, that provides detoxification from alcohol, opiates and benzodiazepines for men and women 18 years of age and older.

The staff of 70 nurses, case managers and recovery specialists provide detox and counseling services that go beyond those offered at most facilities. Andrew is the only detox in Massachusetts specializing in battling addiction in individuals suffering from HIV and AIDS, and is also equipped to treat those dually diagnosed with mental illness and substance abuse issues.

In July, Andrew House marks the two-year anniversary of its merger with former BC program Bridge to Recovery, which made it the state’s largest detox center. To learn more, call Program Director Sherry Davis at 617-848-2427.
Bill Sprague Named to Chapter 257 Advisory Council

In May, Bay Cove President & CEO Bill Sprague was one of 13 individuals statewide appointed by Gov. Deval Patrick to Massachusetts’ Chapter 257 Advisory Council, a group set up to help determine and set new rates for human services, as required by Chapter 257, a landmark piece of legislation signed into law in 2008. As a member of the Council, Bill will work in collaboration with other human services professionals to achieve a new rate system through the stabilization of industry expenses and continued advocacy for increased funding from public sources.

Bay Cove to Host Interagency Councils at Canal Street

On July 25, Bay Cove’s administrative headquarters at 66 Canal St. will be the host site for a meeting of the Governor’s Interagency Council on Addiction and the Interagency Council on Housing and Homelessness. The two councils are made up of many of the senior leaders in Massachusetts’ Executive Office of Health and Human Services, and also in attendance at the meeting will be Katherine Power, Regional Director of the Substance Abuse and Mental Health Services Administration, and Lt. Governor Tim Murray. At the meeting, Bill Sprague has been invited to make a presentation about Bay Cove’s many exceptional services to these influential legislators.

Saluting Bay Cove Academy’s Educated Educators

Another successful school year is in the books at Bay Cove’s alternative high school in Brookline, and as the students earned accolades for their hard work, a number of Bay Cove Academy’s teachers offered positive role models as they strived to further their own educations.

In May, assistant math teacher David Reynolds received his master’s in math education from Cambridge College, while his colleague (and CC classmate) Rob Silverman continued his own pursuit of the same degree. Laura Scoco is currently working towards a master’s in social work at Salem State College, while Chris Labbe of the English Dept. recently reached the midway point in his Ph.D. studies at Lesley College. Finally, literacy specialist Claire Higgins was accepted into a doctoral program to earn her Ed.D in Urban Leadership at UMass Boston. Congratulations to all of these still-learning teachers!

Supporter Spotlight: Bob Thomas

“When I became the stepfather of a child with developmental disabilities, I learned a lot about what families go through to access the resources they need, and I was inspired to help others facing similar challenges,” says Bay Cove Board of Directors member Bob Thomas. “So, when a colleague told me about Bay Cove, I was impressed, but also surprised that I had never heard of the organization.”

A marketing executive at Liberty Mutual, Bob had found in Bay Cove an opportunity to put his specific skills to work for a non-profit organization driven by a mission close to his heart. “Bay Cove’s leadership knew that increasing the organization’s visibility was essential in building its private support base. Here was a chance to apply my professional expertise and really have an impact.”

In the two years since Bob joined the Board of Directors, he has certainly had an impact—from securing pro-bono design work for an upcoming ad campaign, to co-chairing The Pearl 2012, to building on Bay Cove’s longstanding partnership with Liberty Mutual.

“I think of all that my wife has had to do to advocate for our son, Will, and I’m reminded of how important Bay Cove’s work is,” Bob adds. “I’m proud to be able to contribute to its success in the future.”

Calendar of Events

JULY
Thursday, July 26 from noon-2 p.m. -- ADA Celebration Day, a fun free event to celebrate the Americans with Disabilities Act at City Hall Plaza, featuring food, music and fun.

SEPTEMBER
Tuesday, Sept. 6 -- Get out and make your voice heard by voting in the Massachusetts Primary Election. Make the most of this opportunity to support legislators that have supported the human services field!
Tuesday, Sept. 6 -- Kit Clark Senior Services, (1500 Dorchester Ave., Dorchester) hosts a kick-off party for the Elsie Frank Walk for Seniors. Enjoy food and live music at this rally to kick off the Walk! Call 617-533-9161 for more information.

Bay Cove Briefs

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Bay Cove’s EI Program Goes International

It began in 2010 with an e-mail. Candace Chang, Director of Bay Cove Human Services’ Child and Family Services, was going through her inbox and came across a letter of introduction from a Saudi Arabian woman planning a trip to Boston who wanted to learn all she could about how Early Intervention worked. Candace, never reluctant to talk about the work done by her staff, responded with an invitation to the Boynton Child Development Center.

The woman was Sultana Alireza-Zahid, founder and Chief Executive Director of the Jeddah Institute for Speech and Hearing (JISH). A mother of three children with moderate to severe hearing loss, Sultana established JISH in 1991 after years of going abroad to seek treatment for her children. As JISH grew, Sultana realized her nation desperately lacked the ability to reach developmentally-challenged children at an early age.

“Basically, there was no EI in Saudi Arabia,” says Candace. “Sultana’s clinic offered excellent treatment, but in many cases it was clear they hadn’t started early enough to be as effective as they could be.”

During Sultana’s initial visit to Bay Cove, Candace showed her the EI facility, detailed the agency’s approach to working with developmentally-delayed and at-risk youth and even shared tips on the physical design of an EI facility. “At the end of the visit, each of us felt like we’d made a new friend,” says Candace, “and she invited me to come see the EI clinic when she’d built it.”

Sultana kept in regular contact as JISH’s expansion began, with Candace offering regular feedback. When she expressed concerns, in 2011, that her Saudi staff were having trouble adjusting to working with much younger patients, Candace sent Amanda Kasica, a Bay Cove speech language pathologist, over for two weeks to consult and offer training.

This April, Candace made her first visit to Jeddah, getting an opportunity to see the similarities between JISH’s program—which now includes EI and autism treatment—and Bay Cove’s. They implemented a number of Amanda’s recommendations, including the orientation of their playroom and certain elements of classroom structure,” Candace says, adding that the risk factors and qualifications JISH uses to determine whether a child needs EI services are “taken almost directly from Bay Cove’s definitions.”

Of course, JISH’s program also has some significant differences, many dictated by Saudi culture. “They don’t do home visits there—a major component of our program—because so many of the therapists are women, and aren’t allowed to drive,” Candace says. “It’s also culturally inappropriate for women to be in someone else’s home if there are men there.”

Overall, Candace came away impressed by JISH’s dedication to building a pioneering EI program.

“I think it’s enormously commendable, the high standards they’ve set for themselves in the area of speech pathology,” she says. “And they’re absolutely committed to training Saudis to do this work and rely less on foreign professionals. Their staff/student ratio is quite high, and they serve people regardless of financial circumstance.”

Following her opportunity to see JISH’s work firsthand, Candace is anxious to return the favor. “I’m looking forward to hosting someone from JISH’s staff, and to continuing cross-cultural staff training and exchanges,” she says. “I’m excited to continue this relationship and support their efforts to help children in whatever way we can.”
The culmination of a project more than three years in the making arrives this summer, with the opening of Bay Cove's latest residential program—a brand-new construction in Revere, specially designed for individuals with medically-intensive needs.

The state-of-the-art, two-family home boasts a number of features that will allow the six residents, all of whom previously spent many years living in nursing homes, the necessary care to provide for their medical needs while at the same time allowing them to return to community living.

The house is equipped with “Hoyer lifts,” personal track systems which resemble hammocks suspended from an automated pulley system in the ceilings, that can help people with limited mobility be lifted from beds or wheelchairs. Specialized shower chairs make it easier for staff to assist clients with bathing, as do therapeutic tubs which residents can be lowered into and which utilize massaging jets to help soothe any kind of aching joints or pressure sores.

Bay Cove is proud of the new Revere program not only for the greater independence it figures to provide to its six residents, but also because it allows the agency to honor one of the key figures in Bay Cove history. The new residence will be named Connors House, in honor of ex-Bay Cove President Stan Connors, who retired in December.

As Stan’s time at the helm of Bay Cove was coming to an end, the project in Revere was in its final stages of pre-construction and Stan was instrumental in working with local government in Revere, as well as neighbors in the community, to smooth the way for its arrival.

“I started my work in the human services field working with developmentally disabled individuals, and they’ve always kept a very dear place in my heart,” says Stan, now enjoying his well-earned retirement after 32 years with Bay Cove. “To have a DD residence named after me is very humbling, and extremely satisfying.”

“The honor seems very appropriate because Connors House is really a residence that stands for everything Stan always believed in,” says Mary Jo Cooper, vice president of Developmental Disabilities Services. “Stan was always a big advocate of de-institutionalization of the individuals we serve. He believed that people should live not just in a house that met their needs, but a real home that maximized their comfort and safety and that they truly enjoyed.”

Bay Cove’s newest state-of-the-art construction—a house designed to allow nursing home residents to return to community living—is set to welcome its new occupants this summer.

Connors House Opens Doors to (and for) New Residents

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Leadership Profile: Nancy Mahan

From her very first paying job at age 16—working with children with psychiatric illnesses—to her current role as Bay Cove’s Senior Vice President of Services, Nancy Mahan has always regarded helping others as her calling.

“I had family members with mental health and addiction illnesses,” says Nancy, “and I decided early on that I knew I wanted to help life be different for people with the same sort of troubles. And, at Bay Cove I quickly learned that many of my colleagues had come out of families with pretty similar backgrounds, and had that same passion for making life better for people.”

Nancy joined Bay Cove in 1979, when the agency’s Mental Health Services consisted of just two programs. She was hired to be director of the newly-established Vincent House, where she worked for 3 years, before spending the next 6 years rising through the ranks as Training Director, Associate Division Director, and, eventually, MH Division Director.

In her current role as SVP of Services, Nancy defines her job, at its simplest, as “a facilitator. I work with different groups—from employees, to family members, to funders, to neighbors of our programs—and listen to their concerns and try and address problems while respecting the various perspectives involved.” It’s work that Nancy feels fulfills one of the key principles that Bay Cove was based upon. “Fundamentally, Bay Cove is about partnership,” she says. “Bill (Sprague) stresses that ‘we’re all in it together,’ and I never forget that I’m accountable to many different people, all of whom place a lot of trust in me.”

So, when the policy meetings get to be too much, Nancy makes time to “Pay a visit to the members at Center Club, or swing by the Rep Payee dept. and hear about how they helped someone get a home of their own,” she says. “These are the tangible examples of what we can do as an agency that keep me energized and excited about being at Bay Cove.”
The Elsie Frank Walk for Kit Clark Senior Services

This is a big year for centennials for local institutions: Fenway Park, home of the Red Sox; the venerable Franklin Park Zoo in Dorchester; and New England clothing retailer L.L. Bean are all celebrating their 100th anniversaries in 2012. To that illustrious list, we can add that 2012 would've been the 100th birthday of Elsie Frank, mother of longtime Massachusetts Congressman Barney Frank and a renowned senior advocate for many years.

For seven years, Bay Cove’s Kit Clark Senior Services has hosted a popular event that salutes the work of the late Mrs. Frank, while at the same time raising money to benefit Kit Clark’s programs for Boston-area elders. This year’s Elsie Frank Walk for Kit Clark Senior Services takes place Saturday, Sept. 29, at DCR’s Pope John Paul II Park in Dorchester.

The event offers the option of participants walking a 5K, walking a 2K route or simply joining in the festivities at the start and finish area. The walk is light on competition and heavy on fun. Seniors are encouraged to participate in the walk with family and friends, honoring the spirit of Mrs. Frank, an avid walker well into her later years. All who attend are invited to join in the celebration, which will feature exhibitors and live entertainment. “In celebration of the centennial of Elsie Frank’s birth, we’re looking to build up this annual walk as a fitting, ongoing way to honor her legacy as an advocate for senior citizens,” says Bay Cove Vice President of Development David Hirschberg.

Elsie Frank passionately championed elder causes throughout her life, serving as the president of the Massachusetts Association of Older Americans and as a delegate to President Bill Clinton’s White House Council on Aging.

All proceeds from the Elsie Frank Walk benefit the various programs offered by Kit Clark Senior Services. These include Meals on Wheels delivery; the nutrition training and exercise classes of Fit-4-Life; mental and physical health programs, including day programs for seniors with memory loss; socialization programs at the Madden Senior Center in Dorchester; and much more.

Sponsors of this year’s walk include Senior Whole Health, Beth Israel Deaconess Medical Center, Carney Hospital, Commonwealth Care Alliance, Dorchester House, Tufts Medical Center, United Healthcare and many more.

For more information about the 7th annual Elsie Frank Walk, please visit www.baycove.org/walk.

Success Story: Frank Meads

Visit the Home Depot store in Somerville, and it won’t be long before you talk to somebody—be it an employee or a customer—who has something positive to say about Frank Meads, an employee of the store for almost three years. Whether he’s retrieving shopping carts, assisting in the Garden Dept. or helping customers bring their purchases to their car, Frank is gregarious and helpful—characteristics that have helped him win multiple employee awards for exceptional performance.

Frank, 41, who’s lived at Bay Cove’s Utica Street residence for 12 years, has dealt with a number of struggles throughout his life, including alcoholism, depression and anxiety, as well as a range of developmental disabilities. However, he’s taken advantage of the wide range of treatment and support programs offered by Bay Cove and worked hard to put himself on a happier and healthier path.

Having started in Bay Cove’s Education and Training program in 2000, Frank later graduated to the Center House Enterprises program. In addition, he is now living a clean and sober life.

In March, Frank was honored with the annual Self-Determination Award by the Association of Developmental Disabilities Providers. Frank was Bay Cove’s first-ever recipient of the award, which is given out to one individual in Massachusetts who has demonstrated the self-determination to pursue and achieve personal goals.

Then, in May, Frank was one of the special guests of honor at this year’s Pearl fundraiser (refer to story, page 7) at The State Room. Frank was one of two Bay Cove consumers whose story was told in a video produced for the event.

“I think that Frank is really a success story by any measure,” says Mary Jo Cooper, vice president of Developmental Disabilities Services. “He’s happy, has a good support system and a job he enjoys, and lives with people he likes. He has his daily struggles, like we all do, but he’s at a good place in his life. He doesn’t define himself by his limitations, or his ability to overcome them.”

To learn more about Frank’s story, check out the video at www.baycove.org.
Pearl 2012 Sets New Fundraising Record For Bay Cove

Bay Cove’s fundraising gala, The Pearl 2012: An Evening of White House Stories and Presidential Cuisine, was an unprecedented success. Held on May 17 at The State Room in Boston, The Pearl attracted nearly 300 guests and generated more than $320,000 in donations to Bay Cove.

The evening began with a cocktail reception and a silent auction, before moving to The State Room’s magnificent “Great Room” for the main event—as former White House Executive Chef Walter Scheib wowed the crowd with a spectacular four-course meal and unforgettable stories from his 11 years in the White House serving Presidents Bill Clinton and George W. Bush.

The event also featured the premiere of a video, produced by longtime agency supporter Janet Boynton, profiling two Bay Cove service recipients: Leo Egan and Frank Meads. (You can view the video online at www.baycove.org.) Leo and Frank were in attendance at The Pearl and joined in the festivities, both receiving a standing ovation when they were introduced at the conclusion of the video.

This presentation was followed by the live auction of five select items, including the chance to have Chef Scheib host a dinner for 10 in the winning bidder’s home. A spirited competition ensued, increasing the high bid to $10,000 with three bidders remaining. Inspired by this display of generosity, Chef Scheib offered up one of his own: in exchange for three $10,000 donations to Bay Cove, he would host a dinner for each of them!

“There are so many people who contributed to the success of The Pearl 2012,” said David Hirschberg, Bay Cove’s Vice President of Development. “Our sponsors, including Lead Sponsor Liberty Mutual; our co-chairs, Bob Thomas and Laura Connors, and the entire event planning committee; the guests who contributed so generously; the individual and businesses who donated auction items; the remarkable volunteers and staff who helped to make this event so special; and, of course, Walter Scheib, who donated his time and talents. This was truly a group effort, and a proud day for Bay Cove.”

A Walk in the Park

A beautiful spring day and a feeling of camaraderie provided the backdrop to another successful NAMI Walk on Saturday, May 12, at Artesani Park in Brighton. It was there that hundreds of men, women and children (and dogs) spent the day walking along the Charles River, raising funds and awareness in support of the National Alliance on Mental Illness.

“When you attend a NAMI Walk, you really feel like you’re part of an empowering movement that’s truly focused on destigmatizing mental illness,” said Tom Boyd, Bay Cove’s Assistant to the Vice President for Mental Health Services and the coordinator of Bay Cove’s NAMI Walk team. “You get to see people with mental illness and the people who work on their behalf walking side by side without distinction.”

Bay Cove had a strong presence at the 5K Walk, acting as an event sponsor and fielding a team of walkers comprised of more than 100 staff members, consumers and their families, and other dedicated supporters—including former Bay Cove Board Chairman Charlie Souris and longtime agency friend Dr. George Sigel.

The Bay Cove team raised close to $1,500, helping NAMI achieve a fundraising total of nearly $490,000 for the walk.

Tom made a point of thanking all the Bay Cove supporters who turned out for what he called “one of the best NAMI Walks yet.”

Generosity Awaits Runners at Marathon Finish Line

The 116th running of the world-famous Boston Marathon on April 16 drew its usual field of elite runners from all across the globe, and the typical massive crowds of spectators to cheer them on. For fans of Bay Cove, though, the spotlight was on a particular trio of runners who stood out from the pack.

Running the race this year on behalf of Bay Cove (thanks to the John Hancock Boston Marathon Charity Program) were CEO/President Bill Sprague, Senior Vice President for Operations Jim Laprade and Director of Residential Services for Developmental Disabilities Leanne Bragdon. And by the time they crossed the finish line (a bit off their personal best times—unsurprising given Marathon Day temperatures in the upper 80s), the terrific trio had more than doubled last year’s fundraising total—garnering more than $27,000 in pledges to benefit the agency’s various service areas!

Many thanks to everyone who donated to and cheered on our runners. And congratulations Bill, Jim & Leanne -- now, get busy training for next year!
Bay Cove Wish List

Often, one very simple item can make a real difference in someone’s life. Would you or someone you know be able to donate new (or, in some cases, gently used) items like:

- An air conditioner for a person living in supported housing
- An iPad for a person with developmental disabilities
- Furniture for a formerly homeless person’s apartment
- Business apparel for a job interview
- Books for our Family Support and Parent Support Resource Rooms
- Arts and crafts supplies for Occupational Therapy and Art Therapy programs

If you’re able to help, please contact the Bay Cove Development Department at 617-619-5930, and thank you!

MISSION Improving the quality of the lives of individuals and their families who face the challenges of developmental disabilities, aging, mental illness, and drug and alcohol addiction. We will accomplish this mission by providing effective and compassionate services and through advocacy and leadership.