

bay cove news

Spring 2009

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Special Logo Highlights Anniversary Year

From the founding of Center House in 1959, to the creation of Bay Cove Human Services in 1974, and the addition of new programs since then, Bay Cove's comprehensive network of services has provided integrated, compassionate care to thousands of vulnerable people for 50 years. With over 100 program sites in operation, Bay Cove reaches more than 14,000 individuals each year, providing critical services for individuals and families who face the challenges of developmental disabilities, aging, mental illness, and drug and alcohol addiction.

casa primavera

Casa Primavera is the only psychosocial rehabilitation clubhouse in Boston specifically designed for Latino men and women living with mental illness. Its approximately 80 members help run the club on a day-to-day basis and are actively involved in each other's recovery. The clubhouse has a bilingual and bicultural staff, offers employment and educational services, and provides an environment of safety for those struggling with mental illness in a country where most others speak a different language.

miriam grullon-sanchez

I'm from the Dominican Republic. I'm 51 years old. My life wasn't easy in my beginning in the United States because of the change of the culture, the language barrier. I brought three kids here, and I had to get the rent and everything for me and them. It was too much for me.

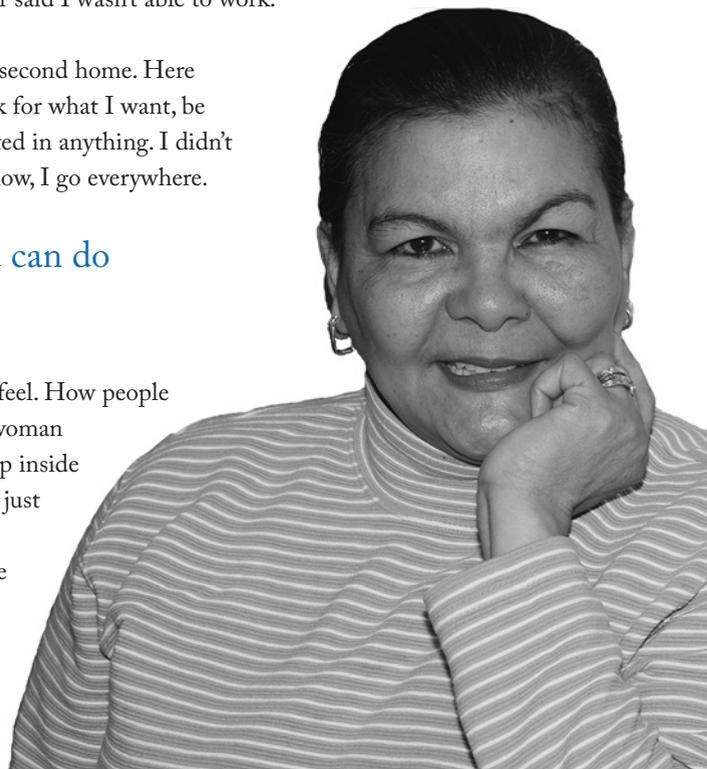
It was a really hard time. I lived in different hospitals because my depression was really, really bad. I had to leave the job; the doctor said I wasn't able to work.

Finally, I found Casa Primavera, my second home. Here I learned how to say what I want, ask for what I want, be more open. Before, I never participated in anything. I didn't go outside, because I'm scared. But now, I go everywhere.

"If you know yourself, you can do whatever you want."

And now I can tell the world how I feel. How people helped me. How I grew up. I was a woman with three kids, but I wasn't grown up inside myself. Every day, when I wake up, I just say, "thanks, God, for your help" and to the people who have helped me be who I am today. Casa Primavera did a good job with me.

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management's message



Bay Cove President and CEO Stan Connors (left) and Executive Director Bill Sprague

We are often struck by the simplicity of Bay Cove's vision: full, rich lives for people with the greatest challenges. For half a century, we have provided services and supports that have allowed thousands of Bay Cove clients to fulfill this vision.

The vision is simple, but, even in the best of times, making it a reality can be difficult. We now face a period of great uncertainty, a period that has left many of us stunned and worried about our own future and the future of those we love and care for. These worries are greatly magnified for people who are elderly or who live with disabilities.

However, even in these unsettling times, we continue to be great believers in the human spirit and in the ability of our collective efforts to overcome such enormous obstacles. Bay Cove programs have persevered for more than 50 years, and we know that the organization's solid foundation will support us as we navigate these times of turmoil.

"...in these unsettling times, we continue to be great believers in the human spirit and in the ability of our collective efforts to overcome such enormous obstacles."

This edition of Bay Cove News highlights a number of stories that serve as powerful reminders of Bay Cove's legacy of longevity, adaptability, and perseverance. You will meet two members of our executive team who have, between them, provided more than half a century of leadership at Bay Cove. You will also read about Miriam, who used our services to help change her life. Miriam now serves as a peer advocate, offering assistance to others who are facing the challenges she experienced.

We are confident that, with continued determination and leadership, as well as the help of our friends and advocates, Bay Cove will still be able to succeed in giving thousands of individuals and families the opportunity to fulfill their dreams, and our vision.

Thank you all for your continued support.

Handwritten signature of Stan Connors in black ink.

Stan Connors
President and CEO

Handwritten signature of Bill Sprague in black ink.

Bill Sprague
Executive Director



Miriam tells Patricia Farnum (interviewer) about her struggles and triumphs.



Miriam and Elizabeth (case worker at Casa).

casa primavera

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Bay Cove sent me to Roxbury Community College to learn more English, and sent a woman to give me tutoring. The job coach helped me look for a job, fill out the application, everything. I thought, maybe they won't want me because I have mental illness. The coach [told] me, "Don't worry, they're going to call you." And they did.

"I know I have a problem; I have to do something.' So I'm going to go to the doctor, and I'm going to work with that. And I'm going to learn how to live with mental illness. And I did."

That was for the Boston Police Department. I am a crossing guard. I started working on April 23, 2001. All the bus drivers, all the MBTA, they know me. A lot of people, they make me feel so important.

Some people say, "There has never been a crossing guard like you; you help everybody." If I see anyone [who] needs

me, I go help, because in my time, when I needed help, I had it. So that's why I try to help everybody.

Sometimes kids don't want to come to school. They come with a face like that [sad face]. I say, "Hmmm, You don't want to go to school, right? Listen, I don't want to come to work, but I have to. So I'm here, and you have to be in school, too. Don't worry, when you get into the classroom and see your

friends, you gonna be all set." They come to hug me. That makes me feel so good. That's the key for me. To fight every single day with my illness.

I do peer support for Vinfen [another human services organization]. At Casa Primavera, I run a NAMI [National Alliance on Mental Illness] Connection Recovery support group every Tuesday.

On Thursdays, I run a recovery workshop, and now I'm going to start teaching an English class on Wednesdays!

The first thing I say to the person who approaches me [is], "First you have to know yourself, and then you have to assert to yourself the things you are. You have to think every day how you act; why you have to take care [of]; what you have to cut off; what you have to keep. If you know yourself, you can do whatever you want."

One day I stood in front of the mirror, and I said, "Miriam, you need to do something." And the first thing I thought: You have to accept yourself the same way you are, and then you can work on that, day by day. Love yourself, first. You can't love your children; you can't love your husband; you can't love [anybody] if you don't love yourself first. Then I said, "I know I have a problem; I have to do something." So I'm going to go to the doctor, and I'm going to work with that. And I'm going to learn how to live with mental illness. And I did. And I continue to, every day. ■

nancy mahan

As director of mental health services at Bay Cove for twenty years, Nancy Mahan oversees the planning, development, implementation, and ongoing evaluation of all services for people with psychiatric illnesses. Bay Cove serves roughly 5,000 people a year through its residential, outpatient, and emergency services, clubhouses, and day treatment programs.



I am someone who was very deeply impacted by how psychiatric illness and addiction were misunderstood. I decided when I was a youngster, I would do everything I could to make things different. While my family and extended family were doing the best they could with these kinds of challenges, I knew that I wanted to be part of something to change how people understood each other in broader ways, especially with respect to psychosis, depression, addiction, and interpersonal abuse. I was privileged to love some people, very dearly, who were affected by these things. I think that coming from this base of love is what has helped me dedicate myself what I do every day. Some people find their work to be more of a calling, I think this is true for me. I've been lucky to do work on behalf of helping people through Bay Cove. This is great work to do.

There are so many terrific parts of my work at Bay Cove. First and foremost, I love seeing the benefits people get from good rehabilitation and treatment. People's lives change for the better with rehabilitation and effective treatment that is offered with compassion and hope. And I love working with staff. My job is to bring out the best

in people, who, in turn, help to bring out the best in other people. It's incredibly rewarding.

While this work is extraordinarily rewarding, people are up against formidable challenges and building full, rich lives isn't so easy. Illnesses such as schizophrenia, bipolar disorder, and addiction are tough. Most of the people we serve have some pretty serious symptoms, behaviors, and experiences

“My job is to bring out the best in people, who, in turn, help to bring out the best in other people. That's incredibly rewarding.”

that they really can suffer with. It is really, really rough on the person, and very tough on their family. The impact on each person's sense of self, their connection with others, their hopes and spirit can at times be under siege. Having a serious psychiatric illness is not an easy journey.

At the same time, it is very exciting that within our field, we recognize that people can and do recover. Recovery doesn't mean that people are cured per se; it means they are able to live with

meaning and stability, and to have a full life. Another wonderful trend is getting people involved in the direction of their own services. For those for whom it can work, it's thrilling. And in the last ten years or so, the field has embraced the idea that we should work on people's strengths — more good news.

There's still extraordinary discrimination and stigma, but it's become more OK to talk about having a psychiatric illness or

having family members who do. The more that people — including celebrities and others in the public eye — talk about what it's like, the more it brings these illnesses out of the closet. Maybe it can put them on the same scale as other serious illnesses, like heart disease.

What can people do to help? If anybody has an opportunity to be generous, mental health services can really benefit. Volunteering adds a lot of richness to people's lives. You can come in and offer a discrete thing,

like practice job interviews or teach a crochet or yoga class, or just be a friendly visitor. Maybe you're great at painting a room or building a picnic table or cutting the lawn.*

I do think looking out for people who are younger is an important thing you can do. I've adopted a child who has a serious psychiatric illness and has been in pretty intensive treatment over the years, which is lifesaving for her. But I come across lots of little ones who don't have families. I don't think anybody gets by in the world well without a family that wants them. Not all families are great, but most are OK. And it's good to have one.

In our staff's work with BEST (Boston Emergency Services Team), we see a lot of boys and girls in their early teens who



Nancy facilitates a planning meeting with Tom Boyd (left) and Bob Schueler (right), leaders in the mental health services division.

human pain or suffering — that it's not simply the blues but actually a major depression. Just being a friend to somebody who is going through that is one of the most wonderful things you can do. And also looking out for people who are more isolated in the world, be they older people or people who are a little weirder or eccentric.

room. Those are the measurable things, but what is harder to discern is the loss of hope. I get calls every day from families trying to find services for their kids, their mother. It's horrible to watch somebody decline, to be afraid that something awful might happen. Whether that's a real fear or not, people live with terror around these things.

Bay Cove is a special place. We work hard to do the right thing, which is not always the easiest thing. I see it every day, throughout the organization. I see it in the devotion with which people go the extra mile. Genuine little miracles are always happening.

Working in mental health care makes you rich in spirit. It gives you an extraordinary view of humanity at its best — and sometimes at its most painful — but probably at its best overall. It's great work to help people recover and heal.

* For more information on how you can help Bay Cove's Mental Health Division, please call 617.371.3000. ■

“Working in mental health care makes you rich in spirit. It gives you an extraordinary view of humanity at its best ...”

have pretty serious psychiatric troubles. Frankly, some of their psychiatric problems might be the *easiest* things they have to contend with. There are other kinds of problems in the world associated with poverty and domestic violence and violence within our communities that are pretty tough to bear, so I think these kids are trying carry it all for everybody — their neighbors, their families. They have a lot on their shoulders.

If you ask, you might find that some of your friends have times of extraordinary

With the recent budget cuts, we've lost millions of dollars worth of mental health services, leaving several hundred people without career services and skills training and day and rehab services — services that people are really lost without. Not only have they lost a place to go, they've lost healing and restorative connections with their helpers and with others. Mostly, how people get well and feel better about themselves unfolds through relationships.

We'll see more people on the street, more people using the emergency

mary jo cooper

Mary Jo Cooper is the director of Bay Cove's Developmental Disabilities Division, which serves hundreds of adults each week through a continuum of family and individual supports, including residential and day programs and employment and educational services.

In the twenty years I've been at Bay Cove, the developmental disabilities field has changed on all fronts. It's gone from having a very paternalistic, service-delivery model to a much more client-driven one. People are far more empowered, far more in charge of their own lives.

Also, people are out working in the world much more than they ever were. They're choosing what they want to do with their lives and how they want to spend their careers. On the residential front, our [group homes] are much smaller [households], and people are much more in charge of their homes.

There is still quite a bit of stigma and fear — we see that a lot when we're siting programs — but awareness has improved. Now everyone sees people with developmental disabilities in their regular lives: in school, on the playground, at work. So people are much more accepted.

The public is learning that the people we serve have the same hopes and dreams and go through the same developmental stages as everyone else. That they have their own personalities, contribute to their community, are active in their own lives, and make their own decisions.

One enormous, far-reaching change has been in medical care. People are much healthier and living a lot longer — probably an average of fifteen years longer. Many who would have been dead by the time they were seven are living to be forty. So now we have the first generation of people with developmental disabilities who are really aging.

We saw that this cohort of older people living in our residential programs, some of them for thirty years, can't be served in the same way they were when they were younger. So we started thinking: What should we do? We really want to be able to let this aging cohort stay in the Bay Cove community. It's always cheaper to keep people in the community than in nursing homes, and people often don't do very well in nursing homes.

With a planning grant from the Boston Foundation, we formed an advisory group of people in the eldercare world, the developmental disabilities world, and the medical world. We took the best aspects of assisted living, group residential care, and family life. From nursing homes, we learned what sorts of medical supports we would need. And we came up with a model for care of aging people with developmental disabilities that pushes all kinds of boundaries.





did you know?



From left to right: Tamara Dearborn, Mary Jo, Ellen Hoy and Lisa Gill, management team members.



Developmental Disabilities Division management meeting.

Our first site built on this model is scheduled to open in the summer of 2010. There will be three houses, each with four very individualized living spaces and common areas for people to gather. There will be 24-hour nursing care. People won't have to go out during the day. People want to retire, and it's perfectly reasonable to think they can. The [current] service system hasn't allowed for that. That's something we really wanted to look at, especially for people who are not well and need extra medical supports.

in particular. There have been other times when we've had to cut back, but it's never been this dire.

People have asked what they can do to help. The biggest thing you can do is be aware of what services Bay Cove provides and what budget cuts would mean to those services. Be active with legislators. Call us; come visit; talk to us. (We have jobs that people can do — that would be fantastic.)* And be supportive to the group home in your neighborhood!

“In the twenty years I’ve been at Bay Cove, the developmental disabilities field has changed on all fronts.”

We have a nice property, beautiful architectural drawings, and real program models. It's very exciting!

As a [Bay Cove Division], we function on a really tight budget. Fortunately, we're good managers. But the budget cuts are really scary, for family support

* For more information on helping Bay Cove's Developmental Disabilities Division, please contact 617.371.3000. ■

★ **64%** of Americans aged **40** and over have a will. A majority of these people created their will before they reached **50**. (*Discovering the Secret Giver*, Larry Stelter and Ann Selzer, 2008.)

★ A recent survey found that individuals aged **40** to **60** with at least a bachelor's degree were the most likely to be willing to consider naming a charity in their will. (Bequest Giving Study for Campbell & Company, 2007.)

★ Studies also show that **95%** of all planned gifts in the U.S. are bequests.

★ To learn more about Bay Cove's Planned Giving opportunities, please visit us online at www.baycove.org/plannedgiving or contact Marion Nierintz at mnierintz@baycove.org or 617.371.3167 or Nicole Brown at nbrown@baycove.org or 617.371.3022. ■

bay cove takes on the 113th running of the boston marathon

For the second consecutive year, Bay Cove was selected to participate in the John Hancock Boston Marathon Fundraising Program. Through this effort, the agency received five official entries to the 2009 Boston Marathon, held on April 20, 2009.

Thank you to our dedicated runners and to all the supporters who helped make the 2009 marathon challenge a huge success!

If you missed the opportunity to sponsor Team Bay Cove, but would still like to support the agency, please visit our website at www.baycove.org or call 617.371.3184 to speak with a member of the Development Office. ■



vision, mission, principles

Vision

Full, rich lives for people with the greatest challenges.

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.

Principles

The organization is guided by a core set of principles, which include:

- ▷ All human beings have value, and deserve to be treated with respect and dignity.
- ▷ Our services must be outcome-focused, measurable and effective.
- ▷ Treatment plans must be developed in partnership with those being served.
- ▷ The strength of our services depends on a well-trained, highly motivated workforce.
- ▷ Successful partnerships must be maintained with those we serve, as well as the community at large.
- ▷ All of our programs and services will be managed in a fiscally responsible manner.

bay cove human services presents A PEARL OF AN EVENING

MAY 14, 2009

A Pearl of an Evening is Bay Cove's signature annual fundraiser and this year we were pleased to honor a small group of founders, early leaders, and long-time staff as we recognize the 50th anniversary of Center House programs and the 35th anniversaries of Bay Coves Human Services, Kit Clark Senior Services, and the Chelsea ASAP program of our Substance Abuse Services Division.

Pearl honorees included founders and early leaders Mike Donham, Sam Grob, Dan Boynton, Ken Ryan, Joe Doolin, Sandy Albright and Amy Harris, long-time staff members Mary Gregorio, Edith Hamburger,

Nancy Mahan and Karen Martindale, and, in memoriam, Colket Caner, George Cutler, Frances Herman and Jessie Sargent.

"Celebrating 50 Year of Caring" was the theme for this year's event, and we indeed have much to celebrate. From the founding of Center House in 1959, to the creation of Bay Cove Human Services in 1974, and the integration of new programs since then, including Chelsea ASAP and Kit Clark Senior Services, Bay Cove's comprehensive network of programs has provided integrated, compassionate care to thousands of people.

bay cove news

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