

bay cove news

Winter 2006

a recipe for success

Nancy is a woman who, through the support of one of our residential homes, has been working to resolve a number of complex challenges to achieve what she views as personal success.

According to Nancy, "I've had a weight problem all of my life, and I've been smoking for over twenty years."

Several years ago, at 340 pounds, with extensive pulmonary problems, oxygen dependency and restricted mobility, Nancy was told by her primary care doctor that she must lose weight, exercise and stop smoking. Nancy said, "My doctor told me that if I didn't lose weight and stop smoking I would die."

At this crucial time in her life, having a supportive environment and skilled care, as well as meaningful relationships, was key to Nancy's ability to sustain hope and overcome the odds.

Nancy's smoking cessation counseling began at Bay Cove. Staff at her home, supported by Nancy's sister, designed an individualized strategy with Nancy that included her sister.

In addition to supporting her non-smoking efforts, a staff member functions as Nancy's exercise coach, which involves accompanying her on walks outdoors or



Nancy eats several small meals throughout the day to keep her metabolism in high gear.

stair climbing indoors twice a day.

Nancy says, "The staff are my cheering squad. They are all very helpful. They're all wonderful."

It has been over one year since Nancy took on these challenges. She has lost more than 80 pounds and has remained smoke free. Nancy goes to the movies once a

"The staff are my cheering squad. They are all very helpful. They're all wonderful."

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Bay Cove receives Peer Provider Award from Channel 4's Lisa Hughes.

management's message

The beginning of a new calendar year is a time both for reflecting on what we have accomplished and for planning and anticipating new initiatives. In 2005, our programs and services helped hundreds of individuals achieve truly heart-warming successes in their growth toward independence. We also significantly expanded our staff training, reduced administrative expenses and, with your help, substantially increased our private support. We expect that 2006 will be another year of growth and achievement for our clients and for our agency.



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

One of the hallmarks of Bay Cove is our ability to provide exceptional services to individuals whom others are not able to serve. A new challenge is to design and provide programs for men and women who have a combination of the most serious medical conditions and developmental disabilities.

“One of the hallmarks of Bay Cove is our ability to provide exceptional services to individuals whom others are not able to serve.”

Our challenge is to move these individuals into homes that provide both the medical care they require and the opportunity to fully enjoy community living.

While we expect that the coming year will be filled with many successes, we also recognize that we (and those we serve) will face some serious challenges in the

“In 2005 our programs and services helped hundreds of individuals to achieve truly heart-warming successes in their growth toward independence.”

months ahead. Two issues that are before the Massachusetts Legislature could have a serious negative impact on our ability to fulfill our mission.

These include regulations around locating appropriate sites for new housing programs and the passage of a new health care plan that could sharply reduce funding for substance abuse and mental health services.

With your support, we will do all that we can to continue our tradition of providing effective and compassionate services to some of our most needy citizens, and we will advocate in the strongest possible way for their rights to lead full, rich lives.

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

addiction treatment that works

One of the worst experiences parents can have is to discover that a son or daughter has developed a drug addiction.

No one is ever adequately prepared to deal with the flood of emotions that accompanies this terrible revelation. In the midst of their grief and anger, the parents struggle to find the help their son or daughter so desperately needs, although often he or she resists treatment. Family members watch helplessly as their loved one goes through cycles of short-term detoxification, followed by relapses.

Bay Cove's Treatment Center can stop this cycle of despair through the use of methadone medication combined with intensive therapy. Our highly structured program requires seven-day-a-week attendance at the center and a commitment to remain drug and alcohol free while daily medication dosages are adjusted to relieve the craving for opiates. Weekly individual and group therapy sessions address the underlying emotional issues that have prevented past recovery efforts from succeeding. Clients are required to participate in an initial eight weeks of education and ongoing random drug screening to ensure that they are complying with the strict sobriety requirements.

Our Treatment Center has provided these services to over 4,000 men and women. Most of our patients do not fit the traditional image of a "drug addict." Many are gainfully employed and a surprising number are middle-class or upper middle-class women.

Betty Bredin, who has been the Treatment Center's director for the past 25 years, has seen a recent increase in the number of women who are pregnant when they enroll in the Center. She assigns a special priority to making comprehensive treatment available to pregnant women.

The Treatment Center staff work hard to help keep families together, which is a difficult task since the state's Department of Social Services is almost always involved in cases in which a new mother has been taking drugs. Sometimes babies are temporarily placed with grandparents while the mother is being monitored for signs of post-partum depression. "I worry most about the newborns," says Betty. "They have to be fed and nurtured. It's not easy for a person



Betty Bredin, the Treatment Center's director.

in recovery to be providing the right kind of care for an infant." In spite of these challenges, in 98% of the cases, the mother is eventually able to take the baby home.

Betty feels that the majority of the women in the program want to be good mothers. "We see some miracles," she says. "Last summer, a 25-year-old woman came to the program pregnant. Initially we thought she wasn't going to be able to keep her baby. But she overcame her heroin addiction and turned out to be a wonderful, loving mother to her child. That's what keeps us going. It makes what we do here so worthwhile." □

starting a new life story

A few years ago, when AJ hit bottom, he was living on the street, uncertain of where his next meal would come from. Some might have considered AJ to be a “hopeless case,” but at Bay Cove we believe everyone has potential.

Now, AJ is putting his life back together through his involvement in multiple, integrated programs: psychiatric hospitalization, alcohol detoxification, halfway house programs and, most recently, the counseling and ongoing support he has been receiving through both our Substance Abuse Division and one of our employment programs.

AJ says he is starting a new chapter in his life and leaving behind a very difficult past. AJ grew up with an alcoholic, abusive father and experienced the devastating loss of his sister, who died tragically. Raised in the fierce environment of a subsidized housing project, AJ witnessed friends losing their lives to drugs and suicide, and engaged in fights as a means of survival. AJ remembers living most of his young life with an underlying feeling of terror.

Bay Cove Human Services specializes in working with individuals like AJ — people who have struggled with a serious mental illness, whose lives have been further complicated by a history of drug and alcohol abuse. At Bay Cove’s Rehabilitation Center and Employment Services Programs, AJ has been an active participant in a weekly support group that helps individuals who have faced personal trauma gain a new perspective regarding their identity.

AJ has also worked with a rehabilitation specialist to identify his skills and interests as a first step toward future employment. His counselor has taken a hands-on role by accompanying him to job interviews, which has been especially crucial because AJ has difficulty reading and writing because of his dyslexia.



AJ is working hard to get up and start again.

Today AJ says that he feels like “a rock has been lifted off his back.” He hasn’t worked for three years, but soon he will start a new job working on the maintenance crew at a local company. He says he is working hard to “get up and start again.”

AJ openly shares his life story with others so that they may benefit from his experience. He will tell you that “You can’t let the past rule your life. I could spend all day blaming my father, my mother or my aunt for my troubles,” he says, “but that’s not going to help me get back on my feet.” He wants to treat his past experiences like chapters in a book, and put them behind him, so that he can start a new chapter in life — one that is full of hope and optimism. □

charles hollins

advocate for full, rich lives

In 2005, Bay Cove established a new position, Director of Advocacy, and chose Charles Hollins to fill the role. A 10-year employee of Bay Cove, Charles has the professional experience to excel in his new role. As the following personal story shows, Charles also has the compassion, which sets Bay Cove staff apart from every other agency.

One of my early human service career memories is of a man named Chris, who was mentally ill and frequented the homeless shelter where I worked in the mid 1980's.

Following the accidental death of his parents when he was seven years old, Chris grew up in several foster care placements. Chris never looked up or spoke much. When I learned that Chris had a love for guitars, I invited him to my house for pork chops and applesauce (one of his favorite meals prepared by his mother), as well as a good old-fashioned jam session.

Chris was a phenomenal guitarist, and he played until late that evening. With a cheerful smile, Chris told me, "This is what I've wanted to remember."

A few days later, I received a call from a hospital stating that they found a piece of paper with my telephone number on it in the pocket of a John Doe. Cause of death — untreated TB. I had to identify the body, and I told Chris's story at his burial service with four people in attendance. It was the most difficult thing I had done up to that point.

My advocacy goal at Bay Cove Human Services is to expand public support for the people we serve, people like Chris who have mental disabilities, who live in poverty and who often have no family or friends to provide the kind of day-to-day care we all need in order to thrive.



Charles Hollins, Bay Cove Human Services
Director of Advocacy.

At Bay Cove we believe that every life is precious. Many times we become the only family our clients can depend upon, and this is a responsibility we take most seriously. □

“My advocacy goal at Bay Cove Human Services is to expand public support for the people we serve.”

from the development office

Events

On November 9, we hosted our **Annual Leadership Donor Appreciation Event** at the Museum of Fine Arts. Attendees enjoyed a reception in the Museum's Bravo Room followed by a viewing of the Ansel Adams exhibition. During the reception, Stan Connors, Bay Cove President and CEO, took a moment to thank this group of distinguished individuals and organizations, whose donations (\$1,000 or more annually for individuals, and \$5,000 or more for corporations and foundations) demonstrate an exemplary leadership commitment to the organization.



On October 17, after three days of rain, the sun rose in a clear blue sky, and more than 100 golfers joined us for the **10th Annual Cutler Memorial Golf Tournament** at Myopia Hunt Club in South Hamilton, Massachusetts. The proceeds from



this tournament, which totaled more than \$30,000, directly benefit our Center House programs.

Chuck Champion, Max Champion, Jack Bailey and Joe Ricca play the Myopia Hunt Club during the 10th Annual Cutler Golf Tournament.

Thank You!

We have received a heart-warming outpouring of support in response to our letter notifying you, our donors, of the United Way of Massachusetts Bay's decision to eliminate funding for our Center House Division. For many years, United Way funds have been critical in filling the gaps in state funding and enabling us to enhance the services provided by our Day Treatment, Center Club, Casa Primavera, and Skills Training and Employment Supports programs.

Your response to this special appeal continues to have lasting impacts as we strive to replace these vital funds. On behalf of our staff and, more importantly, our consumers, we are truly grateful for your thoughtfulness and generosity.



In November, Bay Cove joined other **Gillette** nonprofit partners in the corporate suite at Gillette Stadium, to watch a Patriots game, in appreciation of our efforts to address critical social needs within the community. Stan Connors, Bay Cove President and CEO, and Charles Hollins, Director of



Stan Connors and Gillette's Cathleen Chizauskas enjoy a Patriots game in the Gillette corporate suite.

Advocacy, represented the agency. Gillette recently awarded Bay Cove's Boston Tenancy Preservation Project (TPP) a grant of \$60,000 through its Homelessness Prevention Face-Forward grant program.



A very special thank you to **Putnam Investments** for their donation of high-quality toys, which were distributed throughout the agency to the Family Services and Residential programs within the Mental Retardation Division, the Boston Emergency Services Team within the Mental Health Division, and the Early Intervention Center within the Child and Family Division. The Early Intervention Center also received a wonderfully generous donation of toys from Fidelity Investments, through an employee toy drive coordinated by Lee Ann Voner, Assistant Manager at Fidelity.



Families enjoy seeing Santa at the EI holiday party.

On December 12, children and their families filled the **Daniel C. Boynton Child Development Center** to celebrate the holidays with activities, tempting snacks and tasty beverages. The festive party, fully underwritten by Denise and Dave Cugini, included face painting, goodie bag decorating, necklace making, and a chance to visit with Santa! Individual photos of children with Santa were provided courtesy of Cameras Inc., supported by Todd Maki, who worked tirelessly, cropping each one to capture the best image.

Children from some of the most impoverished families enrolled in **Bay Cove's Early Intervention Program** received holiday gifts this year from the Fifty Families toy



Members of The First Church of Lincoln's Fifty Families gather to distribute the toys they collected for EI families.

drive, led by Tucker Smith in Lincoln, Massachusetts. Started in 1997, Fifty Families has been associated with the Early Intervention (EI) Program for the past four years. This year, 81 Lincoln families purchased, wrapped and tagged toys for EI children and their siblings according to specific requests from each child's Service Coordinator. Tucker and her dedicated team of elves then sorted gifts and delivered them to the Center to be distributed. A heartfelt thank you to the families of Lincoln who participated. Your thoughtful and beautifully organized donations made the holiday season brighter for many young children.

Many thanks to Jim Apteker who graciously underwrote our **annual Board of Advocates meeting** in the State Room at the top of 60 State Street. At this meeting on September 23, Board members participated in discussion groups to learn about each of Bay Cove's six program divisions and to discuss current issues.

The group then gathered to enjoy lunch with a magnificent view of the Custom House Tower and the Boston waterfront. Speakers included Blake Jordan, Senior Vice President/Director of Corporate Giving at Citizens Financial Group; Michael Weeks, President/CEO of Massachusetts Council of Human

Service Providers, Inc.; and Mayor Thomas Menino. Nearly 60 individuals have joined this new adjunct board since its inception, and many are already assisting the agency by serving on information technology, event planning, communications and advocacy advisory groups.



Mayor Tom Menino speaks at the Board of Advocates meeting.

A Pearl of an Evening

An Invitation

On May 18, 2006, we will hold our **Annual Bay Cove Pearl Awards Dinner and Benefit Auction** at the Fairmont Copley Hotel in Boston. For details please contact Marion Nierintz at 617-371-3167 or mnierintz@baycove.org.

a recipe for success

continued from page 1

week with her sister as a celebration of her personal health accomplishments. She is no longer dependent on and restricted by an oxygen machine for breathing. When asked where she would like to go from here, Nancy replies, “My goal is to remain smoke free and to lose an additional 30 pounds.”

Nancy was able to overcome great odds in her life with the effective and compassionate support of the group home staff, who continue to be her cheering squad. □

“My goal is to remain smoke free and to lose an additional 30 pounds.”



Nancy loses another two pounds at her weekly weigh-in.

vision, mission, principles

Vision

Providing opportunities for people with the greatest challenges to grow toward full, rich lives.

Mission

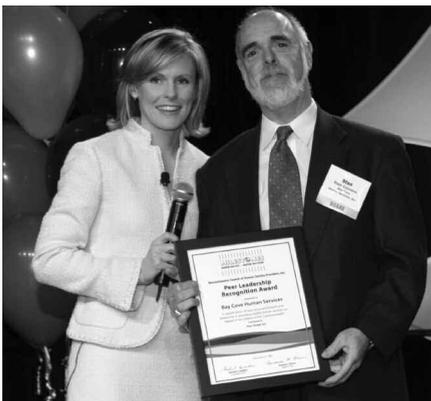
Improving the quality of the lives of children, adults and their families who face the life-long challenges of mental illness, drug and alcohol dependence, and developmental disabilities. We will accomplish this mission by providing effective and compassionate services and through advocacy and leadership.

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 receives a Peer Provider Award from the Massachusetts Council of Human Service Providers



Bay Cove receives Peer Provider Award from Channel 4's Lisa Hughes.

Stan Connors, President and CEO, received the Peer Provider Award presented to Bay Cove at the Massachusetts Council of Human Service Providers' 30th Annual Convention. Founded in 1976, the Providers' Council is the state's largest human service trade association and is widely recognized as the official voice of the private provider industry.

We consider this recognition a great honor and we will continue to provide the exceptional leadership and effective programming which distinguish us as an organization. □

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