Serving thousands of people,

one person at a time.

2013 Annual Report
Our 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.

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Special thanks to photographer Aynsley Floyd for donating her time and talents to create the beautiful portraits of the people we serve featured in this book. To see more portraits from the series, visit www.baycove.org/photos.

Additional photography by Clarissa Erving, Aynsley Floyd, and Josh Wardrop
Design by Communication via Design, Ltd.
Leadership Message

It is a privilege to lead Bay Cove’s incredible group of staff and volunteers in the effort to realize our vision of **Full, Rich Lives for People with the Greatest Challenges.** With your support, Bay Cove serves thousands of people every day in more than 160 programs throughout Greater Boston and Southeastern Massachusetts.

While it has never been our goal to be the biggest provider of human services, it will always be our goal to be the best. The Bay Cove standard is to provide services in the way we would want one of our own loved ones to be served. We always remember that each person we serve is someone’s son or daughter, sister or brother, mother or father. We are very proud of the quality of the services that we deliver and we want you, as a friend and supporter of Bay Cove, to be proud of your association with us and celebrate with us the many achievements that occur every day.

Bay Cove is about individual service and accomplishment. It’s not about how many houses we operate, but rather about each person that we can provide with a home. It’s about helping a young child in our EI program who learns to communicate with others; a teenager who graduates from Bay Cove Academy when she had given up on the dream of a high school diploma; a young man with an intellectual disability or a mental illness getting his first apartment or his first job; and a young woman beginning the incredibly hard work to get (and stay) clean and sober. No two stories are exactly the same, nor are the services we provide to each of these diverse individuals.

We are very fortunate to count among our supporters an extraordinarily talented artist: photographer Aynsley Floyd. In the pages of this publication, you’ll see some remarkable portraits that Aynsley has taken of just a few of the people who received services from Bay Cove in the past year. All of the individuals we help are working hard to achieve better lives. But each person we serve does so in a unique way. Each has a story, and his/her own set of skills, challenges and goals. So, while we serve thousands of people, we do so—as the photographs so beautifully illustrate—by serving one person at a time.

The work that we do and the success that we all have is the result of a tremendous team effort by staff, Board, volunteers, State and business partners, elected officials, neighbors, and, most importantly, the individuals and families we serve. We are all part of the same community and the successes we share in this report belong to all of us. Thank you for being a part of this extraordinary effort.

Bill Sprague  
President & CEO

Bob Walters  
Chair, Board of Directors
Child & Family Services
Bay Cove’s Child & Family Services promote the physical, mental and emotional development of children. The Early Intervention (EI) program serves youngsters 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 the EI program site. Located in the same facility, Small Wonders Nursery School serves children from 16–48 months of age and utilizes a state-of-the-art building and a high ratio of highly skilled professional educators to pupils (one staff member for every three children) to provide exceptionally high-quality early childhood education for children with and without disabilities.

Bay Cove Academy
Bay Cove Academy is a therapeutic day school in Brookline that provides a highly-structured learning environment for students aged 12-21 who have educational and social needs exceeding those that traditional public and private schools can accommodate. The Academy provides education, therapy, career counseling and transition services. The curriculum, aligned with the Massachusetts Curriculum Frameworks, provides a comprehensive middle and high school course of study that meets all requirements for a high school diploma, including passing all state MCAS tests.

Kit Clark Senior Services
Kit Clark Senior Services provides integrated social and therapeutic supports to Boston’s seniors, with the goal of helping them live with independence and dignity in the community. The Madden Senior Center in Dorchester offers participants the chance to meet new friends and choose from a variety of individual or group activities; Kit Clark kitchen staff serve fresh, nutritious meals to Boston-area seniors each day through Meals on Wheels and at congregate dining sites; and our transportation department uses a fleet of handicapped-accessible vehicles to provide transportation between seniors’ homes and program sites for adult day health, memory loss, congregate meals, and recreation programs.
Addiction Services
Bay Cove’s Addiction Services—which includes the programs Andrew House, New Hope Transitional Support, Charlestown Recovery House, the Bay Cove Treatment Center and the Chelsea Alcohol and Substance Abuse Program—provide a continuum of services for men and women battling drug and alcohol addiction. Our programs focus on addiction as a medical condition, and demonstrate that with effective, long-term treatment tailored to individual needs, people with drug and alcohol addictions can recover and lead productive lives.

Developmental Disabilities Services
The individuals served by Bay Cove’s Developmental Disabilities Services are part of a diverse population—men and women of all ages with a wide range of differing challenges. Bay Cove offers a full continuum of services and supports to meet each person’s changing needs while optimizing each individual’s growth toward a full, rich life. Services offered by Bay Cove include a broad spectrum of residential, educational and employment options: day services that promote independence in the areas of health, sensorimotor function, affective development, behavior development, self-help, and communication ability; job training and assistance in securing employment within the community; and residences designed to meet each person’s level of independence, including individual apartments, group residences with part-time staff support and state-of-the-art homes with 24-hour nursing support for individuals with medically-intensive needs.

Mental Health Services
Bay Cove provides an array of Mental Health Services to hundreds of men and women throughout Greater Boston, including outpatient clinical care and day treatment options for people who are dealing day-to-day with mental illness (such as educational and vocational training, health and wellness workshops, meals and socialization opportunities at our clubhouses, as well as art, music and musical therapy); help in securing transitional housing for homeless individuals; emergency response services for people requiring acute psychiatric intervention; and services for individuals with multiple diagnoses (such as addictions, developmental disabilities, and others) in addition to mental illness. All of Bay Cove’s mental health programs are designed with an understanding that people with psychiatric disabilities can and do recover, and can become active and contributing members of their communities.
Each man and woman served by Bay Cove is an individual, but individuals thrive and succeed most when they are part of a community and build meaningful connections with others. When somebody struggles with a mental illness, or a developmental disability, or an addiction, it’s easy and altogether too common for that person to feel marginalized and isolated. Part of what Bay Cove offers through our programs is the opportunity for the people we serve to learn they don’t have to face their struggles and challenges alone.

There are countless examples of this throughout Bay Cove. Individuals with a mental illness have a safe place to come together and work with their peers at Bay Cove’s clubhouses, which include both Bay Cove’s most recent addition, Transitions of Boston, and our longest-running program, Center Club (refer to box, below). Seniors in the Dorchester area have a place to go each day in Kit Clark Senior Services’ Madden Senior Center—this hub of activity for KCSS unites seniors of all backgrounds for social activities, exercise and fitness classes, nutritious meals and much more. And at Charlestown Recovery House, men who have recently completed a period of detoxification and rehabilitation have the opportunity to stabilize, seek employment and re-establish their connections to the community in a supportive environment populated by others facing the same challenges.

### PROGRAM SPOTLIGHT

**Center Club**

Since 1959, Center Club has been dedicated to the principles of self-help, peer support and empowerment. The Club offers a safe and supportive environment in which our 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. Members participate at individualized levels for as long as it makes sense in their recovery, with staff members working alongside them in a partnership model. Members are encouraged to be active contributors in Center Club and assume a role in the day-to-day operations of the club through one of the club’s three work units. In this way, members develop new job skills, brush up on previously learned ones, develop good work habits, and increase self-confidence. The Club also hosts regular social activities for members, including meals and celebrations at every holiday.
Bay Cove is committed to the idea that everyone deserves a safe, comfortable place to live that balances an individual’s desire for independence with the support he or she may need; a space that allows a person to be part of a community, both inside those four walls and in the neighborhood outside them. In short, a house that isn’t just a house, but a home.

In Bay Cove’s Developmental Disabilities and Mental Health Services, we provide group residences with varying levels of professional staffing, depending on the needs of the men and women who live in them. Bay Cove’s Kit Clark Senior Services partners with The Foley Senior Residences to offer assisted living services for seniors, while also providing an array of supports in congregate and transitional housing for formerly homeless seniors through our Cardinal Medeiros Center.

Bay Cove is also committed to helping people stay in their own homes for as long as possible, whether that involves our nursing staff providing hospice services for people nearing the end of their lives; Family Support services for families caring for a developmentally disabled child in their home; our Tenancy Preservation Project, which advocates for individuals with disabilities at risk of eviction; or programs for seniors like Meals on Wheels, or the Senior Home Improvement Project which assists seniors with simple, much-needed home repairs.

**Program Spotlight**

**Hyde Park Avenue**

Since 2000, hundreds of individuals with developmental disabilities whose physical conditions were so challenging that they were unable to get their needs met anywhere but a nursing home have re-entered community living. Bay Cove operates eight specialized residences—including Hyde Park Avenue in Roslindale—constructed with state-of-the-art technological and medical amenities and staffed with skilled nurses and caregivers. Hyde Park Avenue, and other Bay Cove residences like it, offers enhanced choices, optimal wellness, a sense of community and a real home to men and women who were previously relegated to an institutional setting.
Bay Cove strives to meet each of the individuals we serve where they’re at, and work with them to take them where they want to go. With the sheer variety of people we serve, those journeys all tend to be very different from each other, but are united in their quest to unlock the potential each individual possesses.

Of course, realizing potential is a lifelong undertaking, and Bay Cove works with people ranging in age from newborn to centenarian. Bay Cove’s Early Intervention program works with developmentally-disabled children under three years old, to improve their physical and social development. We work with teens at Bay Cove Academy (see box, below), and through Chelsea ASAP’s (Alcohol and Substance Abuse Program) Mobilizing for Change Coalition, which engages directly with teens in Chelsea to reduce underage drinking and drug use by assisting with youth-led public service campaigns.

Adults with developmental disabilities are able to explore their full potential through Bay Cove’s array of services. This can range from day habilitation, which focuses on activities such as art, dance or music therapy, life skills classes, gross and fine motor activities, and exercise; to work-oriented programs like Center House Enterprises, where individuals learn an array of viable job skills and the social skills needed to assimilate into the workforce, while also entering the community in supported work crews and receiving assistance in securing employment.

**Program Spotlight**

**Bay Cove Academy**

The mission of Bay Cove Academy is to assist adolescents with emotional difficulties and learning challenges to develop the life skills necessary to create a broad range of choices and opportunities for their adult lives. Goals for each student are based upon individual needs and abilities, and are achieved through educational, clinical and career development supports intended to ready students for the responsibilities of adulthood.

Bay Cove Academy provides a dynamic therapeutic learning environment designed specifically to help students with a history of emotional and academic challenges. In order to accomplish these objectives, the school relies heavily on an interdisciplinary philosophy combining the academic, clinical and career development components of the program into a cohesive whole. Students are offered a comprehensive academic program, career planning assistance and transition services, and individual and group therapy. The school is organized around a highly structured day with clearly designated standards and expectations, essential to treating adolescents struggling with problems associated with profound emotional adjustments.
A key component to the full, rich lives Bay Cove helps our clients attain is overall wellness. Good health—mental, physical and spiritual—serves as a strong foundation upon which an individual can base his or her growth. That’s why, across all its service areas, Bay Cove encourages healthy practices and opportunities for the people and families we serve.

Addiction is a disease, and is treated as such, with clients at Andrew House receiving a medically-safe detoxification administered by a team of nurses, nurse practitioners, doctors and other medical personnel. Similarly, the administration of methadone at the Bay Cove Treatment Center combines the appropriate dosing of medication with comprehensive group and one-on-one counseling designed to help patients deal with the physical and mental components of addiction.

As we age, our medical needs often grow and the value of good health is never higher, so our Kit Clark programs for seniors concentrate strongly on keeping them healthy and active. In addition to the physical and cognitive benefits of social connections with others, Kit Clark offers the acclaimed Fit-4-Life program, which provides exercise classes and proper fitness training, combined with a nutritional education plan for participants. And our Adult Day Health services feature a variety of specialized medical, therapeutic, nutritional, safety and social supports that assist seniors in living long and healthy lives.

**PROGRAM SPOTLIGHT**

**Gill Wellness Center**

The Michael J. Gill Wellness Center is born out of Bay Cove’s Community-Based Flexible Support (CBFS) holistic approach to recovery, inspired by the fact that individuals with mental illness are dying, on average, 25 years earlier than other Americans. The Wellness Center looks to create opportunities for individuals to achieve the fullest of health and well-being.

Groups are offered to help people looking to modify their behavior in the areas of stress management, smoking cessation, physical activity, and nutrition. A peer-run healthy cooking group leads participants in the planning and cooking of a simple healthy meal. Community acupuncture for clients (pictured) is currently being offered to promote stress reduction, mood regulation, smoking cessation, and addiction recovery support. Other offerings include Yoga, Peer Recovery and Substance Recovery groups, Tai Chi, nutrition and diabetes education, and expressive therapies. It is open to individuals served throughout our agency’s Mental Health Services.
Special Events

**The Pearl 2013:**
**Celebrating a Decade of Impact**

On the evening of June 12, 2013, Empowering Potential Sponsor Liberty Mutual joined Strengthening Families Sponsors Adage Capital Management, Cambridge Savings Bank, Eaton Vance, State Street Corporation, Bob and Suzanne Walters, and Eric Wetlaufer—as well as 40 other sponsors—to help make the 10th annual Pearl gala one of our most successful to date. Hosted by WCVB news anchor and long-time agency supporter Randy Price, The Pearl 2013 generated $275,000 to support the work of Bay Cove.

**George C. Cutler Memorial Golf Tournament**

On October 19, 2012, more than 100 people participated in Bay Cove’s 17th annual George C. Cutler Memorial Golf Tournament. Led by Presenting Sponsor Liberty Mutual and Platinum Sponsor Riemer & Braunstein LLC, supporters contributed more than $90,000 to Bay Cove’s Center House programs, helping individuals who face the challenges of mental illness and/or developmental disabilities lead full, rich lives.
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 a heartfelt thank you to all who have participated in the following Special Events during Fiscal Year 2013.

**Elsie Frank Walk for Kit Clark Senior Services**

On September 29, 2012, Kit Clark Senior Services hosted the seventh annual Elsie Frank Walk at Pope John Paul II Park in Dorchester. Hundreds of individuals and families from Greater Boston gathered to commemorate the centennial of Elsie Frank’s birth, walk the scenic course, and help raise $45,000 to support the incredible work that takes place every day at Bay Cove’s Kit Clark Senior Services.

**Boston Marathon Challenge**

For the sixth consecutive year, Bay Cove was selected to participate in the John Hancock Boston Marathon Non-Profit Bib Program. Generous Bay Cove donors contributed more than $47,000—nearly double last year’s total—to support the fundraising efforts of our Marathon team: Bay Cove President/CEO Bill Sprague, Senior Vice President of Operations Jim Laprade, Developmental Disabilities Residential Services Director Leanne Bragdon, and Development Coordinator Megan Hoffman. Thankfully, our runners and everyone from Bay Cove who came to cheer them on were unharmed as the tragic events of that day unfolded. We will, of course, never forget those who lost their lives, those who were injured, and those who responded so bravely when the attack occurred.
Bay Cove Supporters

We are pleased to acknowledge the following donors for their generosity during the period from July 2012 to June 2013.

Individual Giving

The following list recognizes individuals who contributed to all Bay Cove funds and programs.

Names marked with a • are members of the Full, Rich Lives Leadership Circle, having donated $1,200 or more to the Bay Cove Human Services Annual Fund during Fiscal Year 2013.

$10,000+
Joseph and Mary-Lynn Antonellis
Bruce Goodman
Kirby and Melinda Hamilton
William and Heather Maffie
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Robert and Suzanne Walters
Steve and Sydna Weinstein
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Pauline Zywaski

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The following list recognizes cor-
porations, foundations and other
organizations that made contribu-
tions during Fiscal Year 2013.

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“The people and organizations who donate to Bay Cove are vital to the work we do, as it is their generous support that enable us to not only create and run exceptional programs, but also to focus on meeting the individual needs of each person we serve.”

DAVID HIRSCHBERG, VICE PRESIDENT OF DEVELOPMENT

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Gifts have been made in honor of the following individuals:
* In memory of

Theresa M. Boggio*
Dan Boynton
Bobby Bradon*
Bob D. Callanan
George C. Caner*
Suzanne Choumitsky*
Kit Clark*
George C. Cutter*
Alan Donaldson
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In-Kind Support
The following list recognizes individuals, organizations and corporations who made gifts in kind during Fiscal Year 2013.

A. Dalliance
Tina Aheles
A Sweet Place
ACW Ironworks
Adage Capital Management
Mark and Marco Belluardo-Crosby
Laura Connors and Brian O’Connell
Stanley Connors and Sheri McCann

Transtrove La Festa
Italian Restaurant
Tremont 647
Walgreens
Robert and Suzanne Walters
Eric M. Wetzlaumer
Zoo New England

BNY Mellon Corporation
Cambridge Savings Bank
Carhartt
Carvel Ice Cream Bakery
Citizens Bank of Massachusetts
College Hype
Pauline Curtiss
Jennifer Deabler
Jane Donnelly and Christopher Stirling
Phillip and Taylor Edwards
Eagle Liquors
Fernandez Bay Village
The Fireplace Restaurant
Aynsley Ford Photography
Bink and Weezie Garrison
Stan Grossfeld
Shap Harmon
Mark and Jennifer Herman
Mr. and Mrs. Craig Hill
Jerrold and Ellen Hirschberg
John F. Kennedy
Library Foundation
Lambert’s Rainbow Fruit & Deli
Jim Laprade and Tom Lutz
Liberty Mutual
Insurance Company
Lisa Lindman
William and Heather Maffie
Geoff and Trish McGean
MGH Center for Restorative Medicine
Museum of Fine Arts
Navy Recruiting District
New England
Ned Devine’s
Nestle Waters
North America, Inc.
New England Office Supply, Inc.
Pathways to Wellness
Peter and Susan Pease
Poli Mortgage Group, Inc.
Maryanne Rogers
Tracy Rose
Scampo
Seaport
George Sigel
Tucker and R. L. Smith
Bill and Karen Sprague
Stark Advantage
Stop and Shop
Stowe Mountain Resort
Sysco Boston, LLC
Trattoria La Festa
Italian Restaurant
Tremont 647
Walgreens
Robert and Suzanne Walters
Eric M. Wetzlaumer
Zoo New England
## Consolidated Balance Sheet

<table>
<thead>
<tr>
<th>Assets</th>
<th>AUDITED FY2013</th>
<th>AUDITED FY2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$5,022,487</td>
<td>$3,082,939</td>
</tr>
<tr>
<td>Net Accounts Receivable, Program Services</td>
<td>8,629,136</td>
<td>9,156,190</td>
</tr>
<tr>
<td>Contributions Receivable</td>
<td>219,267</td>
<td>138,331</td>
</tr>
<tr>
<td>Prepaid Expenses</td>
<td>445,879</td>
<td>361,267</td>
</tr>
<tr>
<td>Other Accounts Receivable</td>
<td>49,635</td>
<td>53,692</td>
</tr>
<tr>
<td>Short-Term Investments</td>
<td>1,712</td>
<td>1,590</td>
</tr>
<tr>
<td>Net Land, Buildings and Equipment</td>
<td>23,973,764</td>
<td>24,150,439</td>
</tr>
<tr>
<td>Long-Term Investments</td>
<td>1,293,270</td>
<td>1,217,884</td>
</tr>
<tr>
<td>Other Assets</td>
<td>4,311,755</td>
<td>4,007,632</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$43,946,905</strong></td>
<td><strong>$42,169,964</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Liabilities</th>
<th>AUDITED FY2013</th>
<th>AUDITED FY2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td>$2,019,001</td>
<td>$2,061,402</td>
</tr>
<tr>
<td>Accrued Expenses</td>
<td>4,507,406</td>
<td>3,364,445</td>
</tr>
<tr>
<td>Current Notes Payable</td>
<td>–</td>
<td>500,000</td>
</tr>
<tr>
<td>Current Portion of Long-Term Debt</td>
<td>590,763</td>
<td>543,227</td>
</tr>
<tr>
<td>Other Current Liabilities</td>
<td>5,595</td>
<td>18,022</td>
</tr>
<tr>
<td>Long-Term Notes and Mortgage Payable</td>
<td>18,640,490</td>
<td>18,322,774</td>
</tr>
<tr>
<td>Other Liabilities</td>
<td>472,260</td>
<td>596,550</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td><strong>$26,235,515</strong></td>
<td><strong>$25,406,420</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fund Balance</th>
<th>AUDITED FY2013</th>
<th>AUDITED FY2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fund Balance</strong></td>
<td><strong>$17,711,390</strong></td>
<td><strong>$16,763,544</strong></td>
</tr>
<tr>
<td><strong>Total Liabilities and Fund Balance</strong></td>
<td><strong>$43,946,905</strong></td>
<td><strong>$42,169,964</strong></td>
</tr>
</tbody>
</table>

## Consolidated Income Statement

<table>
<thead>
<tr>
<th>Revenue</th>
<th>AUDITED FY2013</th>
<th>AUDITED FY2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions, Gifts, Legacies, Bequests &amp; Special Events</td>
<td>$1,300,231</td>
<td>$971,887</td>
</tr>
<tr>
<td>In-Kind Contributions</td>
<td>345,550</td>
<td>448,844</td>
</tr>
<tr>
<td>Government Grants</td>
<td>2,836,544</td>
<td>3,223,364</td>
</tr>
<tr>
<td>State Contracts/Program Service Fees</td>
<td>87,329,909</td>
<td>79,443,103</td>
</tr>
<tr>
<td>Other</td>
<td>390,600</td>
<td>303,052</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$92,202,834</strong></td>
<td><strong>$84,390,250</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th>AUDITED FY2013</th>
<th>AUDITED FY2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Compensation &amp; Related Expenses</td>
<td>$64,189,538</td>
<td>$58,246,210</td>
</tr>
<tr>
<td>Occupancy</td>
<td>8,594,577</td>
<td>7,791,599</td>
</tr>
<tr>
<td>Other Program/Operating Expense</td>
<td>9,134,843</td>
<td>8,195,696</td>
</tr>
<tr>
<td>Subcontract Expense</td>
<td>5,500,107</td>
<td>5,249,789</td>
</tr>
<tr>
<td>Direct Administrative Expense</td>
<td>2,474,956</td>
<td>2,395,033</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>85,780</td>
<td>614,370</td>
</tr>
<tr>
<td>Depreciation of Building and Equipment</td>
<td>1,396,708</td>
<td>1,429,287</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$91,376,509</strong></td>
<td><strong>$83,921,984</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operating Income</th>
<th>AUDITED FY2013</th>
<th>AUDITED FY2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating Income</strong></td>
<td><strong>$826,325</strong></td>
<td><strong>$468,266</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Increase/(Decreases) in Net Assets</th>
<th>AUDITED FY2013</th>
<th>AUDITED FY2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other Increase/(Decreases) in Net Assets</td>
<td>121,521</td>
<td>(77,938)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Net Income</th>
<th>AUDITED FY2013</th>
<th>AUDITED FY2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Net Income</strong></td>
<td><strong>$947,846</strong></td>
<td><strong>$390,328</strong></td>
</tr>
</tbody>
</table>
Andrew House, Bay Cove’s flagship program in our Addiction Services division, admitted 4,725 patients for detoxification. Of those admitted, 91% completed their program of treatment, a number well in excess of both the 77% of patients who completed treatment at all detox facilities in our region, and the 71% of the patients statewide.

Our Developmental Disabilities Services opened 10 new programs during FY’13, accounting for 132 new clients receiving services, or an 18.6% increase.

At Bay Cove Academy, 100% of the school’s graduation-eligible students took and passed all three MCAS tests required for graduation, and all 100% of those eligible students graduated, earning their high school diplomas.

Bay Cove’s Mental Health Services expanded its Clubhouse program to include the new Transitions of Boston. In June, Transitions enrolled more than 100 individuals for services, joining more than 400 individuals receiving services from our existing clubhouse, Center Club.

Kit Clark Senior Services provided more than 468,000 meals this year through its Senior Nutrition Program.

Bay Cove’s Early Intervention program began offering a new type of parent group for families of children with speech delays. Staff training in the Hanen method, as well as parent handbooks and materials for the “It Takes Two to Talk” group, was made possible by a Shishmanian Senior Practitioner grant.

The Speakers’ Bureau at Bay Cove was officially launched and currently has more than 20 people signed up to present public talks on a variety of different topics under our major services areas. The purposes of our Speakers’ Bureau are to: inform the public about Bay Cove, and increase agency visibility; expand public awareness about our mission and services; foster community support and acceptance; and establish and cultivate a network of ambassadors (staff, partners, donors, stakeholders and other supporters) who are equipped to effectively and compellingly tell the Bay Cove story.

Bay Cove Human Services was selected, for the first time ever, as one of The Boston Globe’s “Top Places to Work” in Massachusetts. The agency was selected based upon the results of an online survey submitted to all of Bay Cove’s full-time employees, measuring qualities such as company leadership, compensation and training, workplace flexibility and diversity. As one of the companies afforded this prestigious honor, Bay Cove was recognized in a special magazine published in the Nov. 17 edition of The Boston Globe.

In FY’13, Bay Cove’s Human Resources department hired and trained 456 new employees. These additions to our workforce brought the number of staff at Bay Cove to more than 2,000.
Board Members and Senior Leadership

Bay Cove Board of Directors

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  - President/CEO
- Bob Walters
  - Chair
- Kirby Hamilton
- Sally Graham
- Jim Mungovan
  - Vice Chair
- Bill Maffie

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  - Treasurer
- Lisa Blake
- Bruce Goodman
- Deborah Levy
- Sally Thompson

**FRONT ROW (L-TO-R)**
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- Dianne Hobbs
- Joe Ailinger
- Peter Pease
- Rusty Stieff
- Tucker Smith

**NOT PICTURED**
- Greg Buscone
- Laura Connors
- Russ Lyman
- Bill Oakley
- Luis Prado
- Peter Randolph
- Eric Wetlaufer
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Michael Baldner  
Mark Belluardo-Crosby  
Wendy Benson  
Stuart Benton  
John Boyle  
David Brawley  
James Brett  
Richard Brimley  
Douglas Chamberlain  
Sherdena Cofield  
Claire Comstock  
Stanley Connors  
Jeffrey Cook  
William Crane  
Denise Cugini  
Laurie Dewey  
Jane Donnelly  
Lyndia Downie  
Peggy Dray  
Madeleine Gens  
Timothy Gens  
Paul Graveline  
Emily Greenstein  
George B. Handran  
Kay Hodge  
Diana Humphrey  
G. Lee Humphrey  
Gopal Kalluri  
Ann Kelly  
William Lavelle  
Michael Lento  
Paul Lipsitt  
Arlene Lopes  
Tom Lutzy  
Anna Madison  
Benjamin Manyara  
Harry Margolis  
Robert Maulden  
Angela Menino  
Dolores Miller  
J. Sean Murphy  
Victoria Palmer-Erbs  
Robert Reardon  
Christopher Rosol  
Anne Rush  
Kenneth Ryan  
Lucy Sachs  
Leo Sarkissian  
Elizabeth Shorr  
Jacob Stone  
Kirk Sykes  
Marc Teal  
Victoria Wang  
Steven Weinstein  
Amy Whitcomb Slemmer  
David Williams  
Lisa Worsh

Bay Cove Senior Leadership

BACK ROW (L-TO-R)  
Bob Rutherford  
Vice President  
of Human Resources  
Bill Sprague  
President/CEO  
Ronnie Springer  
Vice President of  
Addiction Services  
Kerry Horgos  
Senior Vice President/CFO  
Mary Jo Cooper  
Vice President  
of Developmental  
Disabilities Services  
Kevin Kerr  
Vice President/  
General Counsel  
Nancy Mahan  
Senior Vice President  
FRONT ROW (L-TO-R)  
Jim Laprade  
Senior Vice President  
Hilary Croach  
Vice President  
of Technology/CIO  
Carly Lubarsky  
Vice President of  
Mental Health Services  
David Hirschberg  
Vice President  
of Development
Thank you.