Serving Thousands of People, One Person at a Time.

2014 Annual Report
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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 providing 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 Bill Burke, Clarissa Erving and Aynsley Floyd.
Design by Communication via Design, Ltd.
Maria

I’ve lived here for five years. I love this beautiful house, and my friends that I live here with. I used to be in a wheelchair, but I walk much better now. The staff is wonderful, and we do a lot of activities—we go out in the community and do fun things. We cook together—I like really spicy food that makes your face turn red! Debra is my person. We stick together like glue.

Maria (right), a resident of Bay Cove’s Pond Street house, and Debra (left), Pond Street Program Director
Bay Cove Human Services is a very special organization. We serve some of the most challenged individuals in the Commonwealth. We do so with excellence and compassion. And while we serve thousands of people (over 25,000 this past year), we serve each person one at a time. Each person who receives services from Bay Cove brings a unique set of skills and has their own goals for what they hope to accomplish with our help.

As we reflect upon 2014, we can look with a great deal of pride at all that has happened over these past 12 months. Perhaps most noteworthy is the addition of CASPAR, Inc. to the Bay Cove continuum of services. CASPAR, a Cambridge and Somerville agency with a 45-year history of delivering addiction recovery services, became a part of Bay Cove on July 1. This was the culmination of several months’ worth of effort on the part of both agencies’ Boards of Directors and Senior Management Teams. We are excited as we look forward to the great work that we will be able to do together in the years to come.

This year, we’ve seen new programs open under Bay Cove’s direction and we’ve also seen the expansion of services at several other programs. Our agency continues to grow as the services we provide are highly valued by both our partner organizations and service recipients.

At Bay Cove, we know that our staff is our primary resource. We are a people industry and our success is dependent on the work done by our employees. Our 2,000 staff persons are skilled and committed to working effectively with the individuals in our programs, and the successes we see are testament to the quality of the work they do. This year, we were gratified to be named one of the Boston Globe’s “Top Places to Work” for the second consecutive year. In being evaluated for this prestigious distinction, Bay Cove (because of our size) is compared to some of the biggest employers in the Commonwealth, most of who have significantly more resources available to enhance their employees’ experience.

In 2014, we were the beneficiaries of a $2.1 million software grant from Microsoft—the largest single grant in Bay Cove’s history—that will enable a transformation of our technology capacity. As a recipient of this grant, we also become one of Microsoft’s non-profit partners, with other future opportunities possible. At Bay Cove, we greatly value the partnerships that enable our accomplishments. Our Board of Directors, Board of Advocates, management and staff work with our neighbors, local businesses, elected officials and government agencies, and our generous supporters to create a consortium of programs and a continuum of services that meets the needs of some of the most vulnerable people in our area.

Bay Cove’s vision is straightforward: Full, Rich Lives for People with the Greatest Challenges. It is an ongoing challenge and quest, but the treatment, education, training and support we offer makes so many people’s lives better today than they were yesterday, and provides the constant hope that tomorrow can be better still. We are grateful to all of our “stakeholders,” and we will continue to operate our agency in a manner that makes you all proud of your association with us. Please enjoy the pages that follow and know that you are an important part of our success.

Bob Walters
Chair, Board of Directors

Bill Sprague
President & CEO
Hayley

I went to a lot of schools and I always had problems fitting in. I also had problems at home... I ran away for awhile, and didn’t have much structure. At Bay Cove Academy, I was really pushed by the staff because they knew I had potential. And Linda was the first counselor that I was ever able to open up to—she gave me great advice and really listened to me. Now, I’m planning to go to college to study nursing, with a concentration in radiology. Coming to Bay Cove Academy really helped me understand that I can build a future, and not let my past define me.”

Hayley (right), a recent graduate of Bay Cove Academy, and Linda (left), her counselor at BCA
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. The program’s goal is to promote the physical, mental and emotional development of eligible children. Services are provided in the children’s homes, in the community and at the Daniel C. Boynton Child Development Center. Located in the same facility, Small Wonders Nursery School serves children from 16-48 months of age and utilizes a state-of-the-art facility 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 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 provides social and therapeutic supports to Boston’s seniors, with the goal of helping them live with independence and dignity through an integrated set of services. 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 more than 1,400 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 nutrition, and program-related recreation programs.

Bay Cove’s Addiction Services—programs which include Andrew House, New Hope Transitional Support, Charlestown Recovery House, the Bay Cove Treatment Center, the Chelsea ASAP (Alcohol and Substance Abuse Program) and the newly added programs of CASPAR (Cambridge and Somerville Program for Alcoholism & Drug Abuse Rehabilitation) — provide a continuum of services for men and women battling drug and alcohol addiction. Our programs focus on addiction as a medical condition, and that with effective, long-term treatment tailored to individual needs, people with drug and alcohol addictions can recover and lead productive lives.

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 residential, educational and employment options: from day services that promote independence in the areas of health, sensorimotor function, affective development, behavior development, self-help, and communication ability; to job training and assistance in securing employment within the community; to 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.

Bay Cove provides a wide range 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); helping to secure 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.
In 2014, Bay Cove celebrated a momentous milestone: the 40th anniversary of its founding. Over the last four decades, the agency has grown from a single alcohol detoxification program in South Boston, to one of the Commonwealth’s largest providers of human services, with more than 160 programs dedicated to assisting men, women and children facing the challenges associated with developmental disabilities, aging, mental illness, and drug and alcohol addiction.

As we have grown and changed over the past 40 years, Bay Cove has remained true to the same Guiding Principles that motivated our founders in 1974 and which, to this day, are common threads throughout our many and varied programs.

- Treat Each Person with Respect & Dignity
- Help Each Person Build Upon Individual Strengths
- Help Each Person Develop a Foundation for a Full, Rich Life
- Help Each Person Achieve His or Her Goals

These principles guide our dedicated, compassionate staff of highly-trained professionals as they provide the individualized services that are the hallmark of Bay Cove programs. In the portraits found within this Annual Report, you’ll see examples of the close bonds formed between the people we serve and the people who serve them. These are the types of relationships that have helped make Bay Cove what it is over the past 40 years, and what it will be going forward into the next 40 years and beyond.
Sue (Logan and Liam’s mom, not pictured)

We started working with Bay Cove when the twins were 17 months old, because of concerns about their speech abilities. They’ve undergone extreme improvement—when they started they could say about two words. Now it’s more than 40. They’re more vocal, they understand us better, and their attention span is better. It was hard for me, at first, to let go and trust my kids with others, but our therapists really want the best for them, and it’s working so well!”

Anne, a service coordinator in our Early Intervention program, sits with Logan & Liam, 2-year-old twins who receive EI services in their home and at our Child Development Center.
Bay Cove has always operated under the principle that there is no cookie-cutter, one-size-fits-all approach to providing services. Each of the individuals we work with deserves services that can accommodate the specific challenges they’re facing, whether that means providing mental health supports to people where and when they need them through the Program for Assertive Community Treatment (PACT), or offering help in a setting that observes a client’s cultural/linguistic needs, like our Lyon Street residence for Vietnamese men.

Bay Cove has always worked to ensure that people’s challenges have not defined them, nor denied them their rightful dignity. We do this through our medically-intensive residences, which help severely disabled men and women leave institutions and return to community living; through our Meals on Wheels and Senior Home Improvement Program, which give seniors the opportunity to stay in their own homes longer, and at CASPAR’s Emergency Shelter and the Cardinal Medeiros Center, which go beyond the food and shelter needs of the area’s homeless to help them with the added challenges of mental illness, addiction and aging.

John
I became homeless in 2009. I was a truck driver, but I was a heavy drinker. It led to my divorce. I lost everything, and ended up on the streets. I heard about the day shelter at the Medeiros Center and thought I’d check it out. I kept coming every day—volunteered to do food service and went to the sober support group. The Center helped me take courses at UMass and MIT, and eventually I started working for Kit Clark. Now, I haven’t had a drink in five years and I lead sober support groups, and work as a Congregate Housing Coordinator.

The empathy the staff here has—the idea that no person is any better than another—gives men a chance to come in and trust, and accept help. I’m very grateful to this place, and now I want to help others that are in the place I was in.

Joe
When I met him, John had already gone through our program at the Medeiros Center, and come a long way. I could see that he had a lot to offer. He was running a men’s support group, and I thought he could run our Congregate Housing program. He brings to the job the experience of being homeless, of needing to access services—as well as the determination to do the job right. He knew he didn’t want to be homeless, and he got himself out of it—and that example is a big reason we wanted to hire him. His story helps him foster hope in the people we serve—honestly, my biggest task these days is getting him to slow down.
Bay Cove strives to meet each of the individuals we serve where they are, and work with them to take them where they want to go. With the 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.

Whether the people we serve are very young (like the infants and toddlers in our Early Intervention program, which helps with physical, mental and emotional development); in their developing adolescent years (like the teens at Bay Cove Academy, who receive educational, emotional and vocational services at a crucial formative juncture); or adults with developmental disabilities who are at different places on the independence spectrum (like those living in supervised group residences or minimally-supported independent apartments, or those in day habilitation programs, which focus on activities such as art, dance or music therapy, life skills classes, gross and fine motor activities and exercise), Bay Cove’s goal is to help all the individuals we serve move forward to that next stepping stone and that next level of independence.

Walter
Wayne came to our Columbia Road program in 2008, and he was a great addition. He’d help shovel in the winter, help the ladies in the other programs with their groceries. He’s a very independent guy, so our job was to support him as needed—we advocated for him to get a tutor once a week to help him with his reading, helped him with his job searches, helped him learn how to cook. It must’ve worked, because he cooks dinner for his girlfriend, and now they’re looking to get an apartment of their own!

Wayne
Before I came here, I lived with my mom, and so it was weird not knowing anyone at first, but the staff here has been great. It was a chance to have independence, but with help. People with disabilities can’t always do everything they want to do when they want to do it, but with work it can come to you. Part of my disability is that I read slowly—that doesn’t mean that other people are better than me. I work hard and do things at my pace.

Bay Cove helped me get a job at a supermarket, taught me about budgeting and the responsibilities of being on your own. Walter and I formed a bond right away, and I knew that if I had a problem, he would be there and give me the push I needed. Bay Cove has stuck with me since Day 1, and they’ve been there for me. They find out what you really want to do and they help you go forward.
Each person’s definition of a full, rich life may differ, but there are some things that are universally needed to build one: strong foundational elements like good physical health, friends and people to care about (and to care about you), and the freedom that comes from self-determination.

Bay Cove helps people create fulfilling lives in a variety of ways. Our array of Addiction Services are dedicated to helping individuals embrace sobriety and embark on a journey of recovery that allows them to find control and structure in their lives. Programs like the Gill Wellness Center for individuals with mental illness, and the Fit-4-Life nutrition and exercise program for seniors, teach techniques for improving physical health and well-being. Additionally, Bay Cove looks to help those we serve—who can suffer from loneliness and isolation due to their individual challenges—find supportive communities, like our Madden Senior Center or through social recreation at our Bradston Street and Charlestown Day Habilitation programs.

Stephanie
I came to Womanplace in 2007, addicted to cocaine. I’d lost the ability to be responsible for my child, my job, my home. I was homeless. Coming here, surrounded by women in my situation—I finally felt like I wasn’t alone, and I felt safe for the first time. I learned structure, and educated myself about the disease of addiction. I learned how to function again. Today, I have my own home, I have my daughter back in my life. I have a good job, recently graduated from college, and plan to start pursuing my Master’s in 2015. I’m almost 8 years sober, and I can come back to Womanplace now and lead a group—I try to share with them that this place is really a moment in time... a moment when they get to learn their lives are still out there waiting for them, and not to waste them. That’s the gift.

Carol
At Womanplace, we want to treat women with addictions like adults, teach them life skills and empower them to make their own choices. Stephanie really responded to the program—she saw a different, more positive way of living that she chose to gravitate toward. She was highly motivated, and by working the program, graduating and coming back to support others, she has a ripple effect on everyone she meets. When Stephanie came here, she was like a rosebud—tight and withdrawn, so fragile. With nurturing, she opened up, and by the time she left, she’d really blossomed into a beautiful flower.
The men and women we serve have goals that are as individual as they are. Some are working toward a life free from addiction; some seek the skills and abilities needed to live on their own without assistance; some need a home; and some want to work, go to school and contribute to the community in which they live. Whatever the goals may be, Bay Cove’s programs are designed to help our clients achieve them. From our variety of residential programs, to our addiction services, to Mental Health Services clubhouses like Transitions of Boston and Center Club that offer their members peer support, pathways to furthering education and the self-confidence to pursue new opportunities, our consumers’ goals are our goals. The agency also offers many work-oriented programs, such as Center House Enterprises, where individuals learn an array of viable job and social skills needed to assimilate into the workforce, while also entering the community in supported work crews and receiving assistance in securing employment. Bay Cove is dedicated to working hand-in-hand with the people we serve to remove the barriers that stand between them and the goals they set for themselves.

Charles
I met William in 1988, when I was Director of Skills Training at Transitions of Boston clubhouse. I remember him working in just about every vocational unit—cooking, cleaning, clerical... he tried everything, was very versatile, always helpful and willing to pitch in. He was also a very reserved, soft-spoken gentleman who never said more than a few words at a time. We’ve reconnected frequently over the years, and to see what he’s achieved today—not just as someone who’s been successfully employed in the community for years, but serving as a Human Rights Advocate for others at Transitions—shows just how far he’s come.

William
When I started skills training, my goal was always employment, but I learned that just because you want a job doesn’t mean you’re job ready. Eventually, I got a transitional employment placement at a pharmacy through Transitions, with a site manager accompanying me. I worked hard, didn’t think about other employees that were faster than me, and the next day there was no site manager. I realized that I was ready to do it on my own. That really gave me a boost. Since then, I’ve moved up to supported employment, working different jobs without site managers.

To do a good job, you have to take things one step at a time. Working has been great for me—my interactions with co-workers have made me a better person, more confident. So, when I learned our clubhouse needed a Human Rights Advocate, I volunteered. It was thrilling to me—it makes me feel assertive to be an advocate.
Special Events

Special Events are a central component of Bay Cove’s efforts to raise critical funds to support our programs, while also offering opportunities to increase awareness of our mission and advocate for the people we serve. We extend heartfelt thanks to all who have participated in the following Special Events during fiscal year 2014 (July 1, 2013–June 30, 2014).

The Bay Cove Human Services 40th Anniversary Gala
On the evening of May 22, 2014, Bay Cove celebrated a major milestone, as hundreds of supporters united for a magnificent evening at the Seaport Hotel honoring the agency’s four decades of serving men, women and children throughout Eastern Massachusetts. Empowering Potential Sponsors Liberty Mutual and Eric Wetlaufer joined Strengthening Families Sponsors Adage Capital Management, Cambridge Savings Bank, Eaton Vance, State Street Corporation, USI and Bob and Suzanne Walters—as well as dozens of other sponsors—to help make the 40th Anniversary Gala Bay Cove’s most successful single fundraising event ever, raising more than $330,000 in support of Bay Cove and the people we serve. Guests enjoyed delicious cuisine by Chef Chris Douglass and a spirited live auction led by Boston broadcasting legend Susan Wornick, and Bay Cove awarded the first-ever Changing Lives Award to our guest of honor, Boston Mayor Martin J. Walsh.

George C. Cutler Memorial Golf Tournament
On October 15, 2013, Bay Cove supporters took to the links at the 18th annual George C. Cutler Memorial Golf Tournament. Led by Presenting Sponsor Liberty Mutual and Platinum Sponsor Riemer & Braunstein LLC, supporters contributed $108,000 to Bay Cove’s Center House programs, helping individuals who face the challenges of mental illness and/or developmental disabilities to lead full, rich lives.

Elsie Frank Walk for Kit Clark Senior Services
On September 28, 2013, Kit Clark Senior Services hosted the eighth annual Elsie Frank Walk at Pope John Paul II Park in Dorchester. Hundreds of individuals and families from Greater Boston gathered to celebrate the memory of noted elder advocate Elsie Frank, walk the scenic course, and help raise $25,000 to support the diverse, vitally important services that Kit Clark Senior Services provides every day.

Boston Marathon Challenge
For the seventh consecutive year, Bay Cove was selected to participate in the John Hancock Boston Marathon Non-Profit Bib Program. This year, thanks to John Hancock, Bay Cove had its largest-ever Marathon Team and that, combined with the generosity of Bay Cove supporters, resulted in the agency setting a new record for funds raised through the Marathon effort: an unprecedented $76,154! We salute the determination of our 2014 Marathon Team Bay Cove—Vice President of Kit Clark Senior Services Leanne Bragdon, Kate Coker, Matt Costello, Denise Cugini, Megan Hoffman, Senior Vice President of Operations Jim Laprade, President/CEO Bill Sprague and Jake Sunderland—and all the Bay Cove supporters who donated their time, their money, and their energy and spirit, cheering our runners on along the Marathon route.

We extend heartfelt thanks.
Clockwise from top left: Golfers came from all around Massachusetts to tee off at the 18th annual George C. Cutler Memorial Tournament; The Bay Cove Marathon Team went the extra mile, raising more than $76,000 for agency programs; Hundreds gathered at Pope John Paul II Park in Dorchester for the 8th annual Elsie Frank Walk; Revelers enjoyed the Bay Cove 40th Anniversary Gala, including special guests Chef Chris Douglass and Mayor Martin J. Walsh.
Individual Giving
Names with an * 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 2014.

$25,000+ Robert and Suzanne Walters * Eric M. Weilaufer *

$10,000-$24,999 Joseph and Mary Lynn Antonellis Laura Connors and Brian O’Connell Bruce Goodman and Linda Shaw * Jo and Bill Lawson * Bill and Heather Maffie James and Martha Mungovan * Susan Rothenberg Steve and Sydney Weinstein *

$5,000 - $9,999 Anonymous (4) Laurie T. Dewey * Jane Donnelly and Christopher Stirling * Richard and Jane Filosa Christopher Stirling *

$1,000-$2,499 Bryan and April Anderson Michelle and William Austin * Julie A. Battisti Maria and Bill Bloom Gabrielle Brenninkmeyer and Graham Atkin Lawrence and Phyllis Buell Greg and Megan Buscone * Terri Z. Campbell Vincent Carrafello Mary Jo Cooper * Matt and Kathy Costello * Gary M. Cowles Alfred DeMaria and Susan M. Case Arthur and Susan Doyle Frederick Ek Cecilia J. Espinoza Edward Fleck and Eileen McCormack William and Lynne Gillen Burton and Carol Herman * Sarah Cannon Holden G. Lee and Diana Humphrey * Richard and Claudia Hunziker Jane James Kevin and Kathleen Kerr James Laprade and Thomas Lutzky Thomas and Barbara Leggat Michael and Janet Lentz Deborah L. Levy * Russ and Marilyn Lyman * Anna Madison * Dennis and Joyce Maroney Kevin and Kate McCarey * Joe Naylor James and Sonia O’Neil Peter and Susan Pease Barry Perkins Lucy and Reynold Sachs Todd Sells Michael and Mary Ellen Shea Samuel Slade and Sue Coughlin Ronnie Springer * rusty steff * Jack and Linda Stone Sally W. Thompson * Frank and Patricia Trappaso Nancy and Steve Wilcox Timothy Wilens

$500-$999 Joseph and Amy Allinger Lisa and Fran Blake Marie and Bruce Blessington Leanne L. Bragdon Scott Carpenter Michelle Y. Chan Candace Chang Stan Connors and Sheri McCann Jeffrey and Irene Cook William J. Crane Hilary Croach and Patricia Carroll Denise and David Cugini Phoebe Custer and Desmond Smith Mark and Patricia Deck Terry Dwyer Hurley Nancy and Ellen Franks Mr. and Mrs. John L. Gardner Mary Glover Scott Goodrich Fayola Goulbourne Emily Greenstein John and Pat Hoffman Christel and Kenton Ide Stephen and Christine Kelley Chris Klaehn Trevor Laliberte Lanier Family Fund Stephen Leonard Lisa Lindman Carley and Todd Lubarsky William and Susan Maffe Jeffrey Marple John M. McLain Mary C. Mehlman Susan Moore Brooks and Patricia Mostue Sally and David Mulhern John Sean Murphy Penelope C. Pease Michael Poirier


$5,000 - $9,999 Anonymous (1) Laurie T. Dewey * Jane Donnelly and Christopher Stirling * Richard and Jane Filosa Jeffrey J. Fox Bink and Weezie Garrison Tim and Madeleine Gens Andrew and Karen Hirschberg Henry and Michele Nasella Peter and Helen Randolph Anne Rush and Michal Karczmarek * Glenn and Barbara Sieber
Stephanie I came to Chelsea ASAP when I was 14, as a peer leader. As a kid, I was living with addiction—I had family members addicted to cocaine, pills, opiates. Where I grew up, it was really hard not to fall into drug use: you felt like everyone was doing it, and it was easy to get. Learning about drugs through ASAP definitely kept me from getting involved, and taught me a lot about how to help my relatives, and ways to prevent young people getting involved with drugs. Now I’m 25, and I’m working on getting my associate’s degree so that I can become a social worker. If not for my involvement with Bay Cove all these years, I might not even know what human services is all about or be the first person in my family to go to college.”

Stephanie (left), a youth advisor at our Chelsea ASAP Program, and Amy (right), Director of Chelsea ASAP.
Institutional Giving

The following list recognizes corporations, foundations, and other organizations that made contributions during Fiscal Year 2014.

$50,000+

Sidney R. Baer, Jr. Foundation
Charles H. Farnsworth Trust
Bank of America, N.A., Trustee
Oak Foundation
The Perpetual Trust
For Charitable Giving
Bank of America, N.A., Trustee
Tufts Health Plan Foundation
Tufts Medical Center

$25,000-$49,999

AARP Foundation
The Baupost Group
Liberty Mutual
Linde Family Foundation

$10,000-$24,999

BJ's Charitable Foundation
Blue Cross Blue Shield of Massachusetts
Cambridge Savings Bank
Bushrod H. Campbell and Adah F. Hall Charity Fund
Citizens Bank Foundation
Eaton Vance Investment Counsel
The Flatley Foundation
Grimes-King Foundation for the Elderly, Inc.
Liberty Mutual Foundation
Marsh
Project Bread
Riemer & Braunstein LLP
Shepherd Kaplan LLC
State Street Corporation
USI Insurance Services, LLC
Marianne J. H. Witherby Foundation

$5,000 - $9,999

Aon Risk Solutions
Appleton Partners, Inc.
The Bennett Family Foundation
Blue Hills Bank Charitable Foundation
BNY Mellon Corporation
Citizens Bank
Commonwealth Care Alliance
CVS Health
The Jack & Pauline Freeman Foundation, Inc.
The Greater Boston Food Bank
The First Parish in Lincoln
The Greater Boston Food Bank
The Jack & Pauline Freeman Foundation, Inc.

$2,500 - $4,999

Adage Capital Management
Boston Capital Corporation
Boston Evening Clinic Foundation
Canon Solutions America
Capital One National Association
Carney Hospital
DCSCI Corporation
Eastern Bank
Eastern Bank Charitable Foundation
Ercolini & Company LLP
First American Title Insurance Company
Kevin P. Martin & Associates
Massachusetts Convention Center Authority
Pioneer Investments
RBS Citizens Commercial Real Estate
Adelaer A. Roy and Valeda Lea Roy Foundation
Ruberto, Israel & Weiner, PC
Stewart Title Guaranty Company
TD Bank
Webster Bank

$1,000-$2,499

The Lassor & Fanny Agos Charitable Fund
Apothecary Pharmacy LLC
Atlantic Retail Properties
Boston Private Bank and Trust
Harold Crockett Co., Inc.
Davin Foundation
Electronic Systems Protection
The First Parish in Lincoln
The Greater Boston Food Bank
John Hancock - Matching Gifts
ING
Massachusetts State Council
Knights of Columbus
Mac-Gray Services, Inc.
Millennium Matching Gifts
Network Health
Nizhoni Healthcare Systems
Philadelphia Insurance Company
United Healthcare
Community Plan
As we have grown and changed over the past 40 years, Bay Cove has remained true to the same guiding principles that motivated our founders in 1974 and which, to this day, are common threads throughout our many and varied programs.
Bay Cove continued to grow as an agency in 2014, most significantly in July when we completed a merger with CASPAR, Inc., a veteran provider of addiction and recovery services to men and women in the cities of Cambridge and Somerville for more than four decades. With the addition of CASPAR's outreach, shelter, stabilization, residential, aftercare, education, and prevention services programs and staff, Bay Cove's Addiction Services are stronger than ever, and well positioned to provide community-based services for those affected by substance abuse and related issues such as homelessness and mental illness.

The agency received a tremendous boost to its operational and technological capabilities when Microsoft made a donation of $2.1 million worth of software products to the agency. This phenomenal act of generosity—administered as part of Microsoft's global Corporate Citizenship efforts—represents, by far, the largest single donation to Bay Cove in the agency's 40-year history and will enable Bay Cove to update the agency's 900+ desktops and network servers to the newest versions of Windows software available.

Bay Cove also furthered our commitment to cutting-edge technology in our Child & Family Services division. Bay Cove's Early Intervention program has begun piloting the "Talk to Learn" program, which addresses speech delay and vocabulary deficit by outfitting children with digital monitors that measure the number of words they hear and speak in the course of a day. Also, our high school, Bay Cove Academy, installed a new SMART Board (funded by kind donations to Bay Cove's 2014 Boston Marathon team, see p. 16), which utilizes interactive technology to engage students and helps teacher and students access information with the touch of a finger.

In 2014, Bay Cove's Developmental Disabilities Services (DD) enhanced the scope and quality of their end-of-life care. As the population that receives DD services has grown older, providing end-of-life care for the people in our residential programs has become a challenge we increasingly face. With this in mind, the division's nursing and program staff have arranged an array of supports to allow the people we serve—when the time comes—to die peacefully in their homes, surrounded by their family, their friends and the staff they know so well. We've done this by strengthening our partnerships with local hospice services and by providing additional training to our staff, resulting in Bay Cove becoming a leader in this area among agencies in the Commonwealth.

The agency’s Mental Health Services formed a partnership with the Commonwealth Care Alliance (CCA) to develop a "Behavioral Health Home" (BHH) program for individuals served by our Community Based Flexible Supports who participate in the new OneCare health insurance program. The BHH acts as an integrated practice where participants' behavioral healthcare and their primary medical care can be more easily coordinated together to provide better services. Also in partnership with lead agency CCA, Bay Cove is opening a diversionary community respite service—a program center where individuals with mental illness who don't require admission to a formal psych unit can access counseling during challenging times.

Kit Clark Senior Services was awarded $250,000 in grant money by the Massachusetts Attorney General’s Office to start a program that will offer Adult Day Health services to Boston’s homeless elder population. The program—a groundbreaking effort here in Boston—will allow Kit Clark to perform outreach to community shelters in order to identify homeless seniors, and provide ADH services to those individuals in a dedicated setting at our location on 645 Washington St. in Dorchester, including addiction, mental health and physical health supports.

Bay Cove Human Services was selected, for the second consecutive year, 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. 16, 2014 edition of The Boston Globe.
**CONSOLIDATED BALANCE SHEET**

<table>
<thead>
<tr>
<th>Assets</th>
<th>AUDITED FY2014</th>
<th>AUDITED FY2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$ 4,237,310</td>
<td>$ 5,022,487</td>
</tr>
<tr>
<td>Net Accounts Receivable, Program Services</td>
<td>9,874,255</td>
<td>8,629,136</td>
</tr>
<tr>
<td>Contributions Receivable</td>
<td>136,495</td>
<td>219,267</td>
</tr>
<tr>
<td>Prepaid Expenses</td>
<td>477,913</td>
<td>445,879</td>
</tr>
<tr>
<td>Other Accounts Receivable</td>
<td>24,282</td>
<td>49,635</td>
</tr>
<tr>
<td>Short-Term Investments</td>
<td>1,933</td>
<td>1,712</td>
</tr>
<tr>
<td>Net Land, Buildings and Equipment</td>
<td>25,960,313</td>
<td>23,973,764</td>
</tr>
<tr>
<td>Long-Term Investments</td>
<td>1,444,405</td>
<td>1,293,270</td>
</tr>
<tr>
<td>Other Assets</td>
<td>4,741,577</td>
<td>4,311,755</td>
</tr>
</tbody>
</table>

Total Assets $46,898,483 $43,946,905

<table>
<thead>
<tr>
<th>Liabilities</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td>$ 1,975,602</td>
<td>$ 2,019,001</td>
</tr>
<tr>
<td>Accrued Expenses</td>
<td>5,322,974</td>
<td>4,507,406</td>
</tr>
<tr>
<td>Current Portion of Long-Term Debt</td>
<td>589,461</td>
<td>590,763</td>
</tr>
<tr>
<td>Other Current Liabilities</td>
<td>6,075</td>
<td>5,595</td>
</tr>
<tr>
<td>Long-Term Notes and Mortgage Payable</td>
<td>18,169,488</td>
<td>18,640,490</td>
</tr>
<tr>
<td>Other Liabilities</td>
<td>391,942</td>
<td>472,260</td>
</tr>
</tbody>
</table>

Total Liabilities $26,455,542 $26,235,515

Fund Balance $20,442,941 $17,711,390

Total Liabilities and Fund Balance $46,898,483 $43,946,905

**CONSOLIDATED INCOME STATEMENT**

<table>
<thead>
<tr>
<th>Revenue</th>
<th>AUDITED FY2014</th>
<th>AUDITED FY2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions, Gifts, Legacies, Bequests and Special Events</td>
<td>$ 1,192,800</td>
<td>$ 1,300,231</td>
</tr>
<tr>
<td>In-Kind Contributions</td>
<td>275,890</td>
<td>345,550</td>
</tr>
<tr>
<td>Grants</td>
<td>2,899,930</td>
<td>2,836,544</td>
</tr>
<tr>
<td>Program Service Fees</td>
<td>89,775,356</td>
<td>87,329,909</td>
</tr>
<tr>
<td>Other</td>
<td>564,943</td>
<td>390,600</td>
</tr>
</tbody>
</table>

Total Revenue $94,708,919 $92,202,834

<table>
<thead>
<tr>
<th>Expenses</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Compensation and Related Expenses</td>
<td>$ 66,285,436</td>
<td>$ 64,189,538</td>
</tr>
<tr>
<td>Occupancy</td>
<td>8,881,739</td>
<td>8,594,577</td>
</tr>
<tr>
<td>Other Program/Operating Expense</td>
<td>9,425,271</td>
<td>9,134,843</td>
</tr>
<tr>
<td>Subcontract Expense</td>
<td>5,375,568</td>
<td>5,500,107</td>
</tr>
<tr>
<td>Direct Administrative Expense</td>
<td>2,551,017</td>
<td>2,474,956</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>189,741</td>
<td>85,780</td>
</tr>
<tr>
<td>Depreciation of Building and Equipment</td>
<td>1,448,961</td>
<td>1,396,708</td>
</tr>
</tbody>
</table>

Total Expenses $94,157,733 $91,376,509

<table>
<thead>
<tr>
<th>Operating Income</th>
<th>AUDITED FY2014</th>
<th>AUDITED FY2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Donation of Software</td>
<td>2,100,047</td>
<td>-</td>
</tr>
<tr>
<td>Other Increase/(Decreases) in Net Assets</td>
<td>80,318</td>
<td>121,521</td>
</tr>
</tbody>
</table>

Net Income $2,731,551 $947,846

Bay Cove is an Equal Opportunity/Affirmative Action Employer. We consider applications for all positions without regard to age, race, color, religious creed, national origin, sex, sexual orientation, handicap/disability, gender-related identity, or any other legally protected status pursuant to the Massachusetts Fair Employment Practices Act.
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Jim Mungovan
Vice Chair
Tom Artes
Treasurer
Bill Sprague
President and CEO
Joe Ailinger
Lisa Blake
Greg Buscone
Ajay Chadha
Laura Connors
Ruth Fishbein
Bruce Goodman
Sally Graham
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Deborah Levy
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Bill Maffee
Bill Oakley
Peter Pease
Peter Randolph
Tucker Smith
Rusty Stieff
Bob Thomas
Sally Thompson
Eric Wetlauffer

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Chief Financial Officer and Senior Vice President
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Senior Vice President of Operations
Nancy Mahan
Senior Vice President of Services
Leanne Bragdon
Vice President of Kit Clark Senior Services
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Vice President of Developmental Disabilities Services
Hilary Croach
Vice President of Technology and Chief Information Officer
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Vice President of Development
Kevin Kerr
General Counsel and Vice President
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Vice President of Mental Health Services
Bob Rutherford
Vice President of Human Resources
Ronnie Springer
Vice President of Addiction Services

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David Brawley
Gabrielle Brenninkmeyer
James Brett
Richard Brimley
Douglas Chamberlain
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William Crane
Denise Cupini
Laurie Dewey
Jane Donnelly
Lyndia Downie
Stephanie Drakes
Madeleine Gens
Tim Gens
Paul Graveline
Emily Greenstein
George Handran
Kay Hodge
Megan Hoffman
Diana Humphrey
C. Lee Humphrey
Gopal Kalluri
Ann Kelly
William Lavelle
Paul Lipsitt
Arlene Lopes
Tom Lutzy
Anna Madison
Benjamin Manyara
Harry Margolis
Robert Maulden
Angela Menino
Dolores Miller
John Murphy
Victoria Palmer-Erbis
Robert Reardon
Anne Rush
Kenneth Ryan
Lucy Sachs
Leo Sarkissian
Todd Sells
Elizabeth Shorr
Jack Stone
Kirk Sykes
Marc Teal
Victoria Wang
Steven Weinstein
Amy Whitcomb Slemmer
David Williams

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Bay Cove Human Services
Annual Report 2014
Minnie

He’s been coming to my door for the last three years—he’s such a nice man, and I look forward to seeing him every day. He’s made life so much easier for me. My little granddaughter is always excited to see him. We call him our ‘mealman.’

Minnie, a recipient of Kit Clark Senior Services’ Meals on Wheels service, and her delivery driver, Dane.