Kit Clark & Writers Without Margins Team Up to Help the Homeless Tell Their Stories

Many of the men and women who attend Kit Clark Senior Services’ Center for Change know all too well the feeling of not having their voices heard. The day program for homeless adults provides services to a population who have frequently experienced feelings of loneliness, isolation and marginalization. However, a wonderful recent collaboration between the Center and the non-profit group Writers Without Margins has helped them find a new and inspiring way to let them tell their stories.

Throughout the summer and fall of 2016, students from Emerson College’s Writing, Literature & Publishing Department—led by Emerson Professor (and WWM president/founder) Cheryl Buchanan—came to the Center for Change twice a week, to work with the adults in the program. The sessions began with participants reading and discussing poetry by established authors. Later, once trust had been established between the two groups, the Center guests—with the students’ help—began putting their own stories down on paper.

“We asked you all to open up, to trust us, and to trust that your stories were worthy of being told,” Buchanan said, to an assembled audience of fledgling authors, student facilitators and special guests at the inaugural reading by the group (dubbed “The Revisionaries”) on December 7. “And in doing that, the silent voice inside of you is no longer silent, while the noise outside you is silenced. Speaking the truth empowers you and allows you to take some control of the stories told about you. You share something that is the same as others, while also celebrating something unique about you.”

All in all, seven brand-new writers read works at the Dec. 7 event, with pieces running the gamut from evocative poetry to stream-of-consciousness personal histories. What unified the pieces, though, was a sense of positivity: whether sharing an elegiac memory of a faraway homeland, an essay touching on the importance of keeping one’s faith in difficult times, or a celebratory piece about being clean and sober for 8 years, it seemed clear that the new authors were inspired to use their new skills to share their individual tales of triumph over adversity.

(Above) Nathaniel, one of the guests at Kit Clark Senior Services’ Center for Change, shares his writings with the audience at the Creative Writing Celebration on December 7; (below) The new authors pose for a group picture with their writing coaches from Writers Without Margins.
Greetings from the corner office at Bay Cove, as we begin a new year that is already shaping up to be eventful for all!

As 2017 begins, Bay Cove is poised to open our new Andrew House–Stoughton (see story, page 4). With the long-awaited opening of this new program, we will have fully replaced (and will eventually exceed) the number of detox beds lost when Bay Cove had to evacuate and close the Andrew House program that we’d operated on Long Island for 26 years. A little more than a year ago, Bay Cove opened Andrew House–Boston at the Shattuck Hospital, and the 24 beds there, combined with the 64 that we will (ultimately) have at Stoughton, results in 88 total detox beds, 28 more than we had on Long Island.

This has been a long time coming (too long!), and is the result of tremendous efforts on the part of our Addiction Services leadership, as well as many others, to overcome a number of siting challenges and other obstacles. And, as Massachusetts continues to struggle with a devastating opioid addiction crisis that claims, on average, four people a day from overdose, these additional treatment beds have never been more necessary.

As we prepare to open Andrew House–Stoughton, we are also preparing for major changes to MassHealth’s system of delivering services to people on Medicaid. The vast majority of the people served by Bay Cove receive MassHealth (Medicaid) services—generally through a Managed Care Entity—and, beginning later this year, many will see their services routed through new Accountable Care Organizations. As part of the design that the Commonwealth had approved by the Centers for Medicare & Medicaid Services at the Federal level, $1.6 billion in DSRIP (Delivery System Reform Incentive Payments) will come to Massachusetts over the next five years to facilitate this change, designed to provide more efficient quality care to 1.2 million MassHealth Members. A key cog in this new design is the new role of Community Partner, which will have a great deal of responsibility for care plan design, management and coordination. Explaining all the details and nuances of this would likely take up the full Bay Cove News, but be assured we are working diligently to best position Bay Cove to play a significant role in this new model.

On page 3, you will read about the development of our new Mission Statement. This succinct reframing of our mission allows us to better articulate our commitment to the 25,000 people that we serve each year. While we don’t anticipate any change in what we’re currently doing or how we are doing it, we are excited to have a new mission statement, and look forward to how it will help guide us in the future.

As I’m writing this message to you, we at Bay Cove are in the midst of planning for the coming year and the challenges and opportunities that lay ahead. We also find ourselves just days away from the most polarizing presidential inauguration most of us can remember. I try very hard to avoid expressing my political opinion in Bay Cove publications (though, on occasion, it may come through nonetheless), yet given what Bay Cove does, who we serve, and who makes up our nearly 2,000-strong workforce, there is a great deal of uncertainty and worry about the potential changes that the President-elect and the new Congress are discussing and considering.

Bay Cove is a richly diverse group of staff and people served, who come from many different countries and cultures, representing all races and religions. We proudly serve many of the most vulnerable members of our society, and we know that the policies and funding decisions of the new Administration will greatly impact their services and their opportunity to enjoy “full, rich lives” in the future. We must continue to fight stigma and, together, advocate exhaustively for the resources and policies necessary to fulfill our mission and help each person realize their potential. Your support in this endeavour is always greatly appreciated by all of us at Bay Cove.
“We Partner with People to Overcome Challenges and Realize Personal Potential”

The 11-word statement above isn’t just the headline of this article—rather, it’s a sentence to which we at Bay Cove ascribe a great deal more responsibility and importance. These 11 words, you see, comprise Bay Cove’s brand new mission statement.

To be clear, a new mission statement should not be mistaken for Bay Cove adopting a different mission. Rather, we believe that this new statement better reflects the core values that are common to each and every program and service provided by Bay Cove.

Consider, if you will, those 11 words:

“We Partner with People”: Bay Cove works closely with each person we serve to develop a service plan that reflects the wants and needs of that particular individual. Rather than operating one-size-fits-all programs, the Bay Cove approach is to come to know each person who comes to us, to understand what their objectives are, and determine how we can best help them achieve those objectives.

“To Overcome Challenges”: Whether it’s battling the disease of addiction, dealing with the changing needs that come with aging, living independently with an intellectual or developmental disability, or achieving stability and health as they deal with a mental illness, each of the people we serve has challenges that they need help taking on. Bay Cove offers a diverse range of services to provide assistance with whatever each individual’s challenge may be.

“And Realize Personal Potential”: From the youngest child in our Early Intervention program, to the elderly men and women served by Kit Clark Senior Services, Bay Cove works with individuals at all stages of life and development. It has always been our objective to meet the people we serve wherever they may be, and help them to get where they want to go. Each person’s goal, and their potential to reach those goals, is different, but our mission is to help each person maximize that potential and achieve to the level of their own individual determination.

All of us at Bay Cove are excited about this new mission statement, and regard it as a rallying cry: a public recommitment to the objectives set out by the founders of Bay Cove more than 40 years ago. We hope that all of you will be as inspired by it as we are, and that we can count on your continued support of our daily efforts to make this mission a reality for the men, women and children we serve.

Give the Gift of Warmth this Winter

When the cold of winter hits hard, many of the individuals Bay Cove serves are most at risk. On any given day, programs like the Albany Street Shelter, Center Club, Transitions of Boston, The Medeiros Center, The Center for Change, and the Boston Night Center serve a combined total of more than 600 people, all of whom live far below the poverty line and most of whom are currently homeless.

That’s why, at this time of year, our agency places a high priority on gathering warm winter clothing for the men and women we serve. Currently, we are soliciting donations of warm winter coats, boots, new winter hats, packaged winter socks (preferably wool) and underwear (thermal and all season) for adult men and women.

We’re been fortunate to have already received generous donations of these items, as well as many other essential and comfort items, from a number of individual supporters, local organizations and businesses. Our profound thanks to MIT Medical School, Brooks Brothers, Temple Sha’ray Shalom, Bright Horizons, Harvard Square Business Association, Raymond James Financial, One Warm Coat, The runners and organizers of the Ugly Sweater 5K, The Law Firm of Peabody & Arnold, Catalina, Parker Chomerics, Armstrong Ambulance Service, KA Ricco Hair Designs, The Hallway Child Study Center, Delta Air Lines, BookBub, The Society for Surgery of the Alimentary Tract, PJ A Advertising, Soraya DeOliveira, Residents of The Vendome, Maureen and Stu Benton, Appneta, Moors & Cabot, TAGS Hardware of Porter Square and many more.

If you’d like to help us keep the people we serve warm this winter, please contact our Development Department at development@baycove.org.
Bay Cove Earns “Top Places to Work” Honors for Fourth Straight Year

Bay Cove Human Services is proud to announce that the agency has, for the fourth consecutive year, been selected as one of the Top Places to Work in Massachusetts by The Boston Globe. In November, the newspaper announced its annual list of 125 companies from throughout the Bay State recognized as exceptional employers, and Bay Cove was once again selected for this prestigious honor.

More than 700 Bay Cove staff members responded to an anonymous, electronic survey, answering questions designed by survey company Workplace Dynamics to assess staff satisfaction with the agency. Factors related to employee happiness such as company direction, connection with employees, workload and responsibility, pay and benefits, and many more were measured, and Bay Cove’s excellent scores earned the agency its spot on the Top Places to Work list.

“We’re tremendously honored to once again be named to Top Places to Work,” says Bill Sprague, Bay Cove’s President & CEO. “This great achievement is a powerful indication of the deep commitment our staff has to the vital work we do everyday, and of the corresponding investment they know Bay Cove has in each of them.”

This year, Bay Cove placed #21 in the “Largest Employer” category (1,000 employees or more), a category that includes well-known local and national companies such as Comcast, TripAdvisor, Tufts Health Plan, Roche Bros. Supermarkets, Wayfair and others.

The full list of companies was revealed in a special magazine supplement in the November 20 issue of the Boston Globe, and can be viewed online at www.BostonGlobe.com/topplaces.

Vital Detox Services Restored with the Opening of New Andrew House

An objective more than two years in the making will finally be achieved this month, as Bay Cove proudly opens its brand new Andrew House Detoxification Center in Stoughton. The facility, housed in the former Kindred Hospital site, will provide medically monitored services to adults seeking short-term (3-7 day) detoxification from opiates and alcohol.

The new Stoughton facility, combined with the 24-bed Andrew House—Boston that Bay Cove has operated in the Shattuck Hospital in Jamaica Plain for more than a year, completes the restoration of the detoxification beds lost when the previous Andrew House on Long Island was forced to shut down in 2014, due to the unexpected closure of the Long Island Bridge.

“This long-awaited new location represents a continuation of our efforts to offer vitally important detox services to Boston and the surrounding area,” said Jim Laprade, Bay Cove’s Senior Vice President of Operations. “Bay Cove is very pleased to be able to restore the high-quality addiction treatment services that Andrew House has provided for decades.”

Sherry Davis—a veteran of the previous Andrew House location and of Bay Cove’s Addiction Services division—will be overseeing operations at both the Stoughton and Shattuck locations.

For more information about Andrew House’s services, or to contact the program, visit www.baycove.org.
Save the Dates for Fabulous Fundraisers this Spring!

As New Englanders shovel snow and bundle themselves up in thick layers against the bone-chilling cold of winter, it’s natural to fantasize about the coming of spring. Spring means longer days, warmer temperatures, green grass and flowers instead of dirty snow and ice on the ground, and the return of baseball. And at Bay Cove, the return of spring also means the return of some of our agency’s most popular fundraising events!

This March 23, we invite you to join us for “Strengthening Our Community,” the annual fundraiser for our CASPAR addiction services and homelessness programs in Cambridge and Somerville. The event will be held at the Courtyard Marriott Cambridge (777 Memorial Drive, Cambridge) from 6-8 p.m., and will feature delicious food and drink, the chance to bid on unique auction items and hear inspiring stories from those who have battled against addiction and homelessness. This year, we are proud to be presenting the Carl F. Barron Catalyst for Change Award to Eric and Lori Lander and Family, for their longstanding support of CASPAR and their unwavering efforts to help the most vulnerable members of the Cambridge and Somerville communities. For more information about sponsorship opportunities and tickets to the event, please contact CASPAR Director of Development Julia Londergan at 617-619-5950 or jlondergan@baycove.org.

In April, Bay Cove will once again have a team of athletes running the Boston Marathon to raise awareness of and money for the agency, our programs and services. This year, thanks to the generosity of the John Hancock Boston Marathon Non-Profit Program, Bay Cove has received eight numbers for the April 18 race. Of the eight members of Team Bay Cove 2017, only one—Vice President of Kit Clark Senior Services Leanne Bragdon—has run for Bay Cove before. We’re pleased to welcome our seven new runners—Allison Cleary, Charles Hollins, Erik Mancyak, Heather Santymire, Caitlin Shanley, Caryn Metzger Smith and Lauren Spinelli—who are taking on the demands of training to run 26.2 miles, while also collecting donations to benefit Bay Cove programs. This year, Team Bay Cove’s fundraising goal is an ambitious $100,000, but we’re confident these extremely motivated athletes can make it happen!

If you’d like to help, please visit www.baycove.org/marathon. That’s where you’ll find links to each runner’s individual online fundraising page (as well as the Team Bay Cove page), where you can learn more about each team member and why they’re running for Bay Cove, as well as make your own donation to support them in their effort.

Finally, on June 14 at 6 p.m., Bay Cove will host our annual Changing Lives Gala at the Seaport Boston Hotel. We’re delighted to announce that legendary Boston newscaster Susan Wornick will once again serve as our guest auctioneer, and that this year we will be proudly presenting the Changing Lives Award to the matriarch of one of Boston’s most famous families: Alma Wahlberg. Alma and the Wahlberg family are being recognized for their longstanding support of community-based, nonprofit organizations in Boston, and their leadership in the effort to help destigmatize addiction.

For more information about the Gala—including ticket purchases, sponsorship opportunities, how to donate auction items, or how to join the planning committee—contact David Hirschberg, Vice President of Development, at 617-371-3167 or dhirschberg@baycove.org. Also, be sure to check in at www.baycove.org/gala over the next few months for frequent updates about the event.
At Bay Cove’s year-end Board of Directors meeting, held December 13, the torch of Board leadership was passed. After six very successful years, Bob Walters’ tenure as Chair of the Board ended, with Mike Lento becoming the newly elected Chair. Mike had held the position of Vice Chair for the last year-plus, having joined the Board in 2014 following a stint as Chair of Bay Cove’s Board of Advocates.

Mike’s vacant Vice Chair position was filled by Ruth Fishbein, who was elected to join fellow Vice Chair Ajay Chadha and Treasurer Greg Buscone as officers. Please join all of us at Bay Cove in congratulating Mike and Ruth, and in saluting Bob (who remains on the Board of Directors) for his exceptional years as Board Chair!

In addition to electing new officers, the Board of Directors also saw the departure of two longtime members – Laura Connors and Tucker Smith. Fortunately, though, both are moving over to join the Board of Advocates, joining another brand-new member, Tan Gopal. We are thrilled to welcome them all as members of the Board of Advocates!

The Board of Advocates is a group that helps Bay Cove with a range of special initiatives and events, while spreading the word about the agency and the work we do. They also have the opportunity to serve as non-voting members of committees established by the Board of Directors. If you have interest in getting involved with Bay Cove’s Board of Advocates, please contact Vice President of Development David Hirschberg at 617-371-3167 or dhirschberg@baycove.org.

On November 10, our Center Club program paid tribute to a pair of dedicated longtime supporters, when they presented Gary and Lynne Smith with the Club’s Public Service Award.

The Smiths were recognized for their many years of support of Center Club, a clubhouse for men and women with mental illness. Center Club Director Mary Gregorio presented them with a framed collection of photos of the couple from their many visits to Center Club over the years, many of them taken at holiday parties—including the very popular Passover seders and Hanukkah celebrations that the Smiths host each year for Club members of all denominations.

The award came as part of Center Club’s 57th annual Open House, a festive day in which the Club opened its doors to visitors, offering tours of the program, refreshments, and an awards ceremony recognizing club members for special achievements in the fields of educational advancement, employment milestones, commitment to diversity and wellness initiatives. It was a special day for the Smiths and all at the Club!
Retirement Beckons for Longtime Bay Cove VPs

The end of 2016 and beginning of 2017 saw all of us at Bay Cove bidding a fond farewell to two longtime Bay Cove stalwarts who recently announced their retirements, resulting in changes at the VP level for the agency.

**Bob Rutherford**, Bay Cove’s VP of Human Resources (right, top), joined Bay Cove as its Director of HR in 1998, following a successful career in the manufacturing and banking industries. Bob’s last day at Bay Cove was January 13, and he has been succeeded in the leadership of Bay Cove’s HR department by the agency’s longtime Director of HR, **Emma Concepcion**.

**Hilary Croach**, Bay Cove’s outgoing VP of Technology/Chief Information Officer (right, bottom), came to the agency in 1996, hired as the agency’s first Director of Information Services. As CIO, Hilary led Bay Cove’s technology team in creating and maintaining an infrastructure of hardware, software, communication and information that enhances Bay Cove’s mission. Hilary actually left his position as CIO in the fall, but stayed on through the month of January in an advisory/consultant capacity while the agency transitioned over to a new human resources information system.

Succeeding Hilary as VP of Technology and CIO is **Kelly LaCava**, a newcomer to Bay Cove who joins the agency after 30 years managing Information Technology at a financial institution in Boston. Kelly received a Master of Business Administration from Suffolk University, and a BSBA in Management Information Systems from Northeastern University.

Please join all of us at Bay Cove in wishing Bob and Hilary nothing but the best in their post-Bay Cove endeavors, as they embark on their well-deserved retirements and the next exciting chapters in their lives. Hearty congratulations, as well, to Emma and Kelly in their new roles at the agency!

“Fifty Families” Help Make the Holidays Bright

On December 15, Bay Cove’s Early Intervention program hosted its favorite holiday tradition, as the group of dedicated Lincoln-based supporters collectively known as the “Fifty Families” once again made the children and families we serve the recipients of their generosity. Each year, Bay Cove board member Tucker Smith and her fellow volunteers (above, left) purchase toys, books and other gifts for the families served by our EI program and bring them to the Daniel C. Boynton Child Development Center in Dorchester. This year, as in past years, the EI offices were bursting with brightly wrapped packages, much-needed diapers, and giftcards to grocery stores and pharmacies, all of which go to helping low-income families at the holidays. We offer our deepest gratitude to the Fifty Families for their continued generosity and for being a part of one of our favorite days of the year!
Follow Bay Cove on Social Media!

A picture is worth a thousand words... and now you can check out the newest photos of Bay Cove programs and activities on our brand new Instagram account. Give us a follow on IG at baycovehumanservices today!

And don’t forget: you can always stay informed about the latest Bay Cove news and events by following us on your other favorite social media channels. Check out Bay Cove on Facebook at baycovehumanservicesinc, and on Twitter at @BayCoveMA; follow Kit Clark on Facebook at kitclarkseniorservices and on Twitter at @KitClarkSenior; and learn the latest about CASPAR on Facebook at CasparIncNonprofit.

MISSION: Bay Cove Human Services partners with people to overcome challenges and realize personal potential.

Youngsters’ educational and social development are fostered at Bay Cove’s Daniel C. Boynton Child Development Center in Dorchester.