Less Than a Month to The Pearl 2013!

With mere weeks left until June 12—the date of The Pearl 2013, Bay Cove’s biggest fundraiser of the year—excitement is building for what’s sure to be a fantastic gala at the Harborview Ballroom at the Seaport World Trade Center. This year’s event is the 10th Pearl in Bay Cove’s history, and will celebrate a decade of the benefit’s impact on the lives of the people we serve.

This year’s installment of The Pearl recently got a dose of local star power with the announcement that legendary Boston newsman Randy Price will be assuming hosting duties for the evening.

Price, a veteran reporter and anchorman who’s been a fixture on Boston television for close to three decades, is currently co-host of the WCVB (Channel 5) early morning newscast “Eyeopener.” He is active with a number of local civic and philanthropic groups, and Bay Cove is excited to have him on board for The Pearl 2013!

As the Pearl grows ever nearer, organizers are busily assembling an array of spectacular auction items for some lucky attendees to walk away with. Some of the big-ticket items already lined up for The Pearl 2013 include:

- Courtside tickets to a 2013-2014 Boston Celtics game at TD Garden
- A romantic weeklong trip to Italy
- A two-day wine tour of some of the Napa Valley’s most private and exclusive vineyards, with airfare included!
- A summertime getaway for two to Toronto to see the Red Sox take on the Blue Jays, including airfare and a field view suite at the Renaissance Toronto.

Sponsorships at a variety of levels are still available for The Pearl 2013, so don’t miss the opportunity to join those who’ve already signed up, like Lead Empowering Potential Sponsor Liberty Mutual, as well as Adage Capital Management, Cambridge Savings Bank, Eaton Vance, State Street Corporation, Bob and Susie Walters and Eric Wetlaufer, just to name a few.

If you still haven’t purchased your tickets, there’s no time left to waste! Please contact Development Coordinator Meg Hoffman at 617-619-5930, or visit www.baycove.org/pearl today.
Marathon Day in Boston is always special. It’s a holiday and a celebration rolled into one. It’s a special day at Bay Cove, as well, when months of race preparation and fundraising come to a close, and the Bay Cove runners take on the challenge of running 26.2 miles. On April 15, we had near perfect weather for running, and our team—Jim Laprade, Leanne Bragdon, Meg Hoffman and myself—were excited by the prospect of a great day ahead. We had no idea that the 2013 Boston Marathon would be unlike any that had come before.

All of the charity runners start in the race’s “third wave,” well after the elite marathoners have left Hopkinton. A confession here: while I’d love to be faster and able to qualify for Boston (it’ll never happen), I wouldn’t trade the opportunity to start in the back with all of the other charity runners. It’s a very special group. While we are all focused on the race, it is the journey, not the ending, that inspires us. Everyone is running for a cause that is very meaningful to them. There is tremendous camaraderie in a joint purpose and challenge.

At 2:50 p.m., Marathon Day changed for all of us. By that time, our Marathon team (and a fifth Bay Cove staffer, Mark Murphy, who was also running) were at different points along the course. Mark had just finished, and the rest of us got stopped anywhere from a fraction of a mile to just about a mile before the finish line. There was great concern, great confusion, and (perhaps a bit selfishly at that point), a great letdown and disappointment that having run almost 26 miles, we weren’t going to get to finish. At that point, we had no real knowledge of the severity of what had happened at the finish line.

Now, of course, we know all too well the terrible details of the day. I don’t need to rehash the public happenings. Rather, I prefer to focus on the many positives that existed despite or because of these horrific events—such as the good feelings that we experienced the day after the Marathon as staff reconnected at work. Dozens of staff stopped by my office expressing great emotion. Many hugs were exchanged. The Bay Cove Responders went to work reaching out to all who might need someone to talk with.

Life was slowly starting to return to normal... and then, late in the evening of Thursday, April 18, a scene like no other developed in Cambridge and Watertown. The city went into lockdown, and thousands of people forced to stay home were glued to their televisions as events played out in “real time.”

We experienced a new condition: “shelter in place.” This lockdown resulted in no public transportation at all on April 19, and meant that the vast majority of Bay Cove staff would be unable to get to work. We made the decision to only open essential services. We informed staff in 24-hour programs that they’d need to stay in place until they were relieved (and we didn’t know when that would be). And by the end of an incredibly challenging day for so many people, we were able to take satisfaction in knowing that all of the people we serve were still taken care of and all essential services were provided.

My fellow runners and I greatly appreciate all the concern and well wishes expressed to us in the hours and days after the Marathon. We’re also tremendously grateful for all of the very generous financial support we got from more than 200 supporters of Bay Cove, resulting in our most successful Marathon fundraising effort to date—more than $46,000 raised to support enhanced services at Bay Cove.

Donations raised by our 2012 Marathon run were used, over the last 12 months, for everything from stipends for our Bay Cove Academy students as they pursued valuable work internships, to expanding toddler groups at our Early Intervention program, to a special formal dance held just this month for men and women receiving Developmental Disabilities services. I know that this year’s generous gifts will contribute, in the year ahead, toward equally impactful ways that Bay Cove helps individuals achieve full, rich lives.

Obviously, next year’s marathon will feel different. I can’t predict how many runners or spectators will stay away because of concerns about another senseless act of violence. I can tell you, though, that without a doubt, should Bay Cove be fortunate enough to get any numbers again next year, I will be at the starting line in Hopkinton next Patriots Day morning, honored to be running for Bay Cove and hopeful of your continued support.

Bill Sprague
President & CEO
Making the Case for Human Services

On April 9, the Massachusetts human services industry made their voices heard for stronger funding of programs and direct care workers’ salaries in this year’s state budget at a rally at the State House that united workers, consumers and legislators.

Hundreds of members of The Caring Force—an advocate community almost 1,100 strong devoted to garnering legislative and community support for the human service industry—assembled on Beacon Hill to hear speeches by state senators and representatives, tell firsthand stories of the challenges and triumphs of their own work and urge their elected officials to support the Salary Reserve Act.

Legislative allies of human services were on hand, including State Senator Karen Spilka, who told the crowd, “As someone with a sister with Down Syndrome, I understand the difficulty of caring for someone with special needs, and how hard it is to keep quality human service workers when they can make more working at Wendy’s.”

Rep. David Linsky said, of the Caring Force members in attendance, “I’m standing in a room with 600 heroes.” Rep. Ruth Balser added that, “I’m proud to consider myself your partner and ally. The Caring Force is a really accurate name for you, because you’re truly a force to be reckoned with. Make no mistake—it really matters when you show up here to advocate for all the important work you do.”

Not long after the rally was held, Balser’s words proved to be true. While neither the Governor’s original Fiscal Year 2014 budget nor the subsequent version prepared by the House Ways and Means Committee included Salary Reserve funding, advocacy efforts by human service professionals inspired the Massachusetts House of Representatives to add a one-time $7.5 million Salary Reserve payment for private human service and social service providers, as well as a separate $7.5 million Rate Reserve payment for early education and child care providers.

Pay a Visit to Bay Cove!

Within the pages of Bay Cove News, we try to present snapshots of Bay Cove’s more than 160 programs, what we do there and the people who receive our services. That said, one of the very best ways to fully appreciate the great work done by our agency everyday is to come and see it for yourself.

That’s why Bay Cove invites those who want to know more about our services to visit one of our programs. Our Development Office regularly schedules visits to agency programs (departing from our administrative headquarters at 66 Canal St. in Boston) for Board members, advocates, supporters and prospective supporters seeking a firsthand look at what Bay Cove does and who we serve.

Past tours have visited programs like the Madden Senior Center in Dorchester, Center Club in downtown Boston, Bay Cove Academy in Brookline and New Hope Transitional Support Services in Weymouth (see story on p.4 for more on this particular program). But the Development Office is always open to scheduling visits to programs that meet your particular interests.

For more information about Bay Cove visits, or to schedule your own, please contact Alcurtis Clark at 617-371-3184 or aclark2@baycove.org.
Standing Up for Bay Cove: The Board of Advocates

The chances are good that, if you’re reading this issue of Bay Cove News you’ve done something in the past—whether it’s a financial contribution to Bay Cove, or volunteering your time at a fundraising or visibility event—to help support our agency and the work that we do. However, you may now be looking for a way to contribute on a deeper level, and, if so, the Bay Cove Board of Advocates may offer just that opportunity.

“The Board of Advocates is a critical part of the agency’s success,” says Vice President of Development David Hirschberg, whose department works closely with the Board on events and activities throughout each calendar year. “The expertise, energy and effort the members bring to the table are, in so many ways, absolutely invaluable to our mission.”

Established in 2004, the Board of Advocates was envisioned as a group of individuals—knowledgeable about and supportive of Bay Cove’s programs and services—who could help ensure the agency’s viability and visibility in the community at large. The Board consists of leaders from the business, government, academic, philanthropic and client communities.

Members of the Board of Advocates are expected to:
• Attend the Bay Cove Human Services Annual Meeting & Reception
• Develop an understanding of Bay Cove’s programs and keep up-to-date on key Bay Cove initiatives. (Bay Cove provides a thorough orientation to new Advocates and written updates to all Advocates on at least a bi-monthly basis.)
• Serve as an ambassador for Bay Cove by helping to raise awareness of the agency among your personal contacts and networks.
• Support Bay Cove’s advocacy efforts by participating in a limited number (approximately four per year) of calls-to-action related to Bay Cove’s work as requested by the organization’s leadership. Examples may include making calls to elected officials, attending public events or helping to share information via e-mail.

Additionally, Board members have, in the past, chosen to support Bay Cove by serving on fundraising event committees and project task forces, joining the Core Advocacy Action Group and even hosting holiday parties at Bay Cove programs.

If you have interest in learning more about the Board of Advocates, please contact David Hirschberg at 617-371-3167 or at dhirschberg@baycove.org.

Program Spotlight: New Hope Transitional Support Services

New Hope is a 60-bed, short-term residential Transitional Support Services (TSS) program for men and women battling addictions to drugs and/or alcohol, based in Weymouth. The program model is designed to bridge the significant service gap that exists for clients between detoxification and long-term residential or outpatient care. Case management staff ensure that a series of “next step” treatment options are considered, including residential rehabilitation services, ambulatory services, narcotic treatment and other transitional care, while they are developing a plan for each client’s new life in recovery. This is accomplished through individualized client service planning, referral and support.

New Hope is recognized as an enhanced and structured psychoeducational treatment facility with high expectations for the behavior of its clients and staff. New Hope’s philosophy and treatment approach emphasizes personal responsibility and self-discipline.

“I think what makes us different from other programs is that we’re extremely good at hearing ‘the voice of the client,’” says Peter Collins, director of New Hope. “It’s our belief that the client will teach us everything we need to know about how to teach them. The absolute basis of our entire curriculum is that clients voice their need for certain treatment, or voice it through their behavior.”

To learn more about New Hope, visit www.baycove.org.
Leadership Profile: Jim Laprade

An agency the size and scope of Bay Cove Human Services has a tremendous number of moving parts. The administration of all the myriad services offered at our 160 programs is, just on its own, a tremendous job to coordinate. Now consider the behind-the-scenes tasks that you don’t see: the hiring, recruiting and training of new staff; the technical demands of maintaining and updating critical computer systems; and the constant need to develop new initiatives and keep up with ever-changing industry standards, just to name a few.

As the Senior Vice President of Operations, Jim Laprade is responsible for overseeing the departments of Human Resources, Information Services, Advocacy, Training, Quality Improvement and New Business Development. In other words, all the nuts and bolts that allow Bay Cove to provide the services people have come to expect, while still growing as an organization.

“My role, ideally, is to facilitate the effective implementation of supports within the agency,” Jim says. “I need to be the bridge between our programs offering services and the internal infrastructure of Bay Cove that make them run. Operations is all about looking at new things and new ways to do things, while also ensuring that the ‘old’ things are running at optimum levels.”

Jim first came to Bay Cove in 1990, having already carved out a career as a direct care provider at a number of behavioral health programs on the North Shore. He had also worked with the Department of Public Health, in both the Bureau of Substance Abuse Services and the HIV/AIDS office, when he received a three-year grant from the Substance Abuse and Mental Health Services Administration (SAMHSA) for a special project. Bay Cove was a lead agency involved with the grant, and the fit proved to be right from the very start. After his initial three-year project, Jim would return to Bay Cove from 1997-2000—working in the agency’s Substance Abuse division as director of the Andrew House detox facility—and again in 2008, when he was hired as the Director of Quality Improvement.

Within Bay Cove, Jim would have to be a strong candidate to earn the yearbook superlative “Most In-Demand.” Perhaps unsurprisingly, given the number of departments he oversees, it’s rare not to find Jim in his office meeting with another colleague—frequently with someone else on deck outside his office.

“I consider myself fortunate to be in a position that allows me to have a lot of personal connections with staff,” Jim says. “Part of that comes from being in a role where I sort of ‘triage’ all sorts of projects—whether that’s something to do with new business opportunities, or overseeing the implementation of the agency’s Strategic Plan, or leading the Health & Safety Committee, which designs policies and procedures that impact services across the agency.”

These days, Jim says much of his role is tied to changes that non-profits in the human services industry are facing. “We have rapidly increasing demands upon us, as an agency, to meet new compliance and regulatory requirements,” says Jim. “I think the majority of these new expectations will push us to achieve new levels of best practices, which is good, but challenging.”

One main challenge associated with these new regulations, Jim says, is the ever-present bugbear facing all human service agencies—getting the most out of limited resources. “The need to train our already busy staff on new products and regulations—without affecting the caring, client-focused culture we value—has a cost, in both money and time.”

The more significant challenge, however, may be that many of the new operational changes pertaining to compliance and billing are so new that there are very few people out there presently capable of training staffers to master them. “When it comes to moving operations forward and maintaining compliance standards, there isn’t as clear a path as there is for moving, say, direct care and services forward,” says Jim. “So, the biggest challenge we face is finding a way to do all our reporting and documenting and streamlining operations in a way that’s as sophisticated as the way the new generation of service staff are at their jobs. When the two go hand-in-hand, that’s the key to a successful agency.”

Having served multiple “tours of duty” with the agency, there’s one question Jim is clearly well-equipped to answer: what kept him coming back to Bay Cove?

“I can honestly say it’s the people—both the ones we serve and the staff members I get to work with,” says Jim. “I really believe in Bay Cove’s vision, and I want to be around people who are uncompromising in that way.”

“It’s not always the easiest thing to get everyone to row in the same direction at once,” he concludes. “But at Bay Cove, there’s an agency-wide commitment to the mission that I’ve never felt elsewhere. And that’s tremendously exciting!”
How You Can Help Build Full, Rich Lives

With the diversity of services that Bay Cove offers—from drug and alcohol detoxification and rehabilitation, to Meals on Wheels for homebound seniors, to early intervention for preschoolers at risk of developmental delay—and the equally diverse clientele receiving them, it can sometimes be a challenge to succinctly summarize the work we do.

However, the common thread that runs through all Bay Cove programs can be found in our vision of providing “full, rich lives for people with the greatest challenges.” Each man, woman and child we serve has his or her own unique definition of what comprises a full, rich life, and we make it our business to help them achieve that. However, we can’t do it alone: it is your generosity that gives us the resources and flexibility needed to help realize these dreams.

With this in mind, we have created The Full, Rich Lives Leadership Circle—a special recognition for people who commit to a gift of $1,200 or more to the Bay Cove Annual Fund. Members not only provide a reliable base of funding to help the people we serve, but also, by being part of our growing list of major donors, help us attract new individual, corporate and foundation support for the valuable work we do.

We’d like to take this opportunity to thank the individuals who’ve already become members of The Full, Rich Lives Leadership Circle. They are:

Anonymous (3)
Michelle and William Austin
Greg and Megan Buscone
Laura Connors and Brian O’Connell

Mary Jo Cooper
Laurie T. Dewey
Jane Donnelly and Christopher Stirling
Bruce Goodman and Linda Shaw
Kirby and Melinda Hamilton
George Handran
Burton and Carol Herman
David and Linda Hirschberg
Diana and Lee Humphrey
Bradford and Lisa Kimler
Deborah L. Levy
Russ and Marilyn Lyman
Nancy Mahan
Kevin and Kate McCarey
James and Martha Mungovan
Peter and Mrs. Helen Randolph
Stanley J. Riemer
Anne Rush and Michal Karczmarek
Bill and Karen Sprague
Rusty Stieff
Bob and Laura Thomas
Sally W. Thompson
Bob and Susie Walters
Steven and Sydna Weinstein
Eric M. Wetlaufer

To become part of this special group, please contact David Hirschberg in the Development Office at 617-371-3167.

Kit Clark to Host Health and Wellness Fair

Healthy, active living for older adults is central to the mission of Kit Clark Senior Services, and one event that epitomizes the agency’s dedication to that objective is the annual Senior Health and Wellness Fair, which returns for its fourth year on Thursday, May 23, at Kit Clark’s 1500 Dorchester Ave. location.

“This is a day when we can get seniors to think about exercising and eating well, even if it’s just a first step,” says Garry Sanon, Program Coordinator of Kit Clark’s Fit-4-Life program.

The fair features morning and afternoon sessions boasting free acupuncture clinics, classes in “laughercise,” dance and tai chi, vendors offering healthy food samples, raffles and much more. For more information about the event, call Garry at 617-533-9127.

Seniors participate in a Zumba class at last year’s Health & Wellness Fair at Kit Clark Senior Services.
On May 1, five members of Center Club—a Bay Cove clubhouse for adults living with mental illness—offered their time as volunteers for a great cause. The group traveled to the Morrissey Boulevard offices of Greater Boston Media Group (GBMG) to assist in the packaging of limited edition T-shirts designed by classic hits radio station WROR 105.7, the proceeds of which were benefiting The One Fund, set up to assist victims of the Boston Marathon bombings.

The shirts are inscribed with a “Boston” logo that incorporates a drawing of the city skyline, as well as a quote from the late children’s television legend Fred Rogers: “When I was a boy and would see scary things on the news, my mother would say to me, ‘Look for the helpers. You will always find people who are helping.’”

Club members Ralfie, Dom, Rose, Carolyn and Robert—accompanied by staffer Jacqueline Twomey—had a chance to meet the cast of WROR’s popular “Loren & Wally” morning show before providing some much-needed assistance to GBMG staff in folding and packing 900 shirts ordered by WROR listeners. Combined with the 900 shirts already mailed out, the initiative has raised close to $46,000 for The One Fund.

“The extremely generous response to this has been more than we expected and somewhat overwhelming,” said Amy Hull, of GBMG’s Human Resources department. “So, we’re incredibly appreciative to Center Club for helping us complete this project.”

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Development Wishlist

Often, one very simple item can make a real difference in the life of someone Bay Cove serves. We are frequently the recipient of gifted items for our people or programs—such as the billiards table (pictured below) generously donated to Bay Cove Academy by Ms. Maryanne Rogers. Would you, or someone you know, be able to donate new (or, in some cases, gently used) items like:

- An iPad for a person with developmental disabilities
- Furniture for a formerly homeless person’s apartment
- Business apparel for a job interview
- Books for our Family Support and Parent Support Resource Rooms
- Arts and crafts supplies for Occupational Therapy and Art Therapy programs

If you’re able to help, please contact the Bay Cove Development Department at 617-619-5930, and thank you!

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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