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

OUR COMMITMENT
To carry out the Bay Cove mission by providing individualized and compassionate services to people challenged by developmental disabilities, mental illness, substance use disorder, aging and/or homelessness.

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Special thanks to photographer Aynsley Floyd for the stunning feature portraits in this report. Additional photography by Sean Browne, David Hirschberg, Linda Lipkin and Josh Wardrop. Design by Mirage Design.
DEAR FRIENDS,

At Bay Cove, we’ve always been guided by a simple, yet powerful, principle: that everyone has his or her own unique set of dreams and goals, and the potential to achieve them. Each person we serve—whether living with mental illness, intellectual or developmental disabilities, substance use disorder, homelessness, or some combination of these challenges—has the ability to do amazing things and make a positive contribution to the community in which they live. In fact, this belief is at the heart of our mission: “We partner with people to overcome challenges and realize personal potential.”

The dedicated professionals who make up Bay Cove’s staff work to help those we serve unlock their potential each day. In our Early Intervention program, teachers work with toddlers experiencing developmental delays—children taking those first tentative steps into the world, with their whole lives out there waiting for them. Throughout our continuum of Addiction Services and Mental Health Services, counselors and clinicians help men and women realize that recovery is real, and that there is so much they can achieve. Our Long Term Support Services are designed to help individuals, whether facing the challenges associated with developmental disabilities or aging, live as independently as possible—making friends, learning new skills, and finding homes and jobs. And our Housing & Homeless Services play a vital role in assisting people in the life-changing transition from living on the streets to permanent housing.

We never lose sight of the personal element of helping someone get to that next stage—whatever that stage may be. We know that each person’s journey—from the place where they start to the place they’re trying to reach—is unique to them. Our services are always individualized, with the full participation and input of the person being served, to ensure that everyone who comes to Bay Cove gets the specialized supports they need to pursue their goals.

You play an important role in making all of this happen. Offering individualized services requires more resources than a “one size fits all” approach, which is why the success of Bay Cove Human Services—our ability to deliver on our mission—depends on your generosity and that of others who also share our values and our belief in each individual’s potential. Every time you make a donation, volunteer your service, share your expertise at one of our programs, join us for one of our special events or tell someone about our mission, you are providing the critical support that makes it possible for us to help the people we serve lead full, rich lives.

Within the pages to follow, you’ll read about several people who’ve achieved just that—or, rather, are still on the road to achieving that. Because potential never ends, and the stories of the 25,000 people Bay Cove serves each year are constantly being written. We are, as always, profoundly grateful for your support of the work we do at Bay Cove each day. Thank you for helping us serve thousands of people, one person at a time.

Bill Sprague
President & CEO

Mike Lento
Chair, Board of Directors
ADDICTION SERVICES

Substance use disorder is a medical condition that ravages and derails the lives of people with the disease and their families. Bay Cove’s Addiction Services provide a continuum of services which offer effective treatments individually tailored to each person. Our services include acute detoxification treatment and clinical stabilization services; inpatient transitional support services; recovery homes, including ones for specialized populations such as expectant and new mothers battling addiction; a homeless outreach team and a shelter for homeless adults struggling with active addiction; and outpatient medication assisted treatment. Wherever an individual is in his or her battle with substance use disorder, our services are designed to support his or her developing recovery skills and journey to improved health and life.

Andrew House Stoughton is an 64-bed facility that provides not only medically monitored acute treatment to men (18 and older) seeking detox from alcohol, heroin and other substances, but also Clinical Stabilization Services (CSS). This next step in the continuum of addiction treatment provides short-term voluntary inpatient treatment and care coordination for individuals with substance use disorder, with the aim of stabilizing the physical and emotional impacts of substance use within a structured recovery learning environment.

HOMELESS SERVICES

Bay Cove’s Homeless Services draw upon all our agency’s service areas to provide vital specialized resources for members of Metro Boston’s vulnerable homeless community. We offer supports to adults with behavioral health challenges through our Tenancy Preservation Project, designed to proactively intervene between landlords and individuals/families who are at risk of eviction before they become homeless; and a drop-in Night Center that is a key component of Boston’s continuum of care for the city’s homeless residents. We also support seniors who are homeless, through our day shelter, the Cardinal Medeiros Center; and through transitional and permanent housing programs predicated on harm reduction. Additionally, our CASPAR programs include a homeless outreach team and a shelter for homeless adults struggling with active addiction.

The Cardinal Medeiros Center is Boston’s only day shelter specifically for older adults. At the Center, seniors can spend the day participating in recreational and therapeutic activities, facilitated by skilled case managers who can refer participants to housing, medical and mental health care resources, as well as addiction treatment. Representatives from Boston Health Care for the Homeless provide medical and related services most days of the week. The daily schedule includes meal service at breakfast and lunch, and is designed to offer each person an extensive network of social service supports.

CHILD & FAMILY SERVICES

Bay Cove’s Child & Family Services promote the physical, mental and emotional development of children. The Early Intervention (EI) program serves children 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 our EI program site, the Daniel C. Boynton Child Development Center. Our Small Wonders Nursery School serves children from 16-36 months of age, and utilizes a state-of-the-art facility and a high ratio of skilled professional educators to children to provide exceptional early childhood education for children with and without disabilities. Small Wonders also includes a specialized full-time childcare program for children who have been impacted by trauma and/or neglect, which integrates EI services into its curriculum.
LONG TERM SUPPORT SERVICES

Bay Cove’s Long Term Support Services (LTSS) work with individuals with a range of differing needs, offering a variety of ongoing services. Included under LTSS are our Adult Day Health programs for seniors, as well as a significant and diverse array of services for individuals with intellectual and developmental disabilities and their families, offering supports that foster each person’s independence, wellness, and full participation in all aspects of life.

Our Family Support Services help keep families together by assisting them in identifying and addressing the unique challenges that come from caring for a disabled family member in the home. Our Individual Supports team helps people with intellectual and developmental disabilities to achieve and sustain independence in their home and community, and address their changing needs over time. Each individual partners with a worker who assists them with everyday, practical activities such as budgeting, shopping, and taking care of and keeping their apartment.

Bay Cove also offers a variety of community-based residences, where our staff members support individuals with varying needs, including those with specialized medical and behavioral needs. Every home is unique, reflecting the choices, interests, and needs of housemates. Finally, our array of day services include a medically-intensive day habilitation program that offers health promotion, socialization, and the development of skills geared toward helping individuals achieve greater autonomy, as well as employment programs which offer vocational skills training, job coaching and help with securing meaningful employment.

MENTAL HEALTH SERVICES

Bay Cove provides a comprehensive array of Mental Health Services designed to help people with serious mental illness build fuller and richer lives. We work with each person to engage them in accessing meaningful connections with others, as well as employment, treatment, crisis services, housing, and rehabilitative opportunities that enhance their stability, wellness and personal recovery. Our services include Adult Community Clinical Services, PACT (a Program for Assertive Community Treatment), emergency psychiatric evaluations and diversionary services (in Boston and Fall River, and on Cape Cod), clubhouses, day treatment, specialized residential services, peer led recovery supports and employment supports. We also provide outpatient behavioral health treatment, and care management that promotes improved integration of psychiatric and primary care.
ERIN’S STORY

Motherhood inspired Erin to make another attempt at sobriety, and she found support and structure at CASPAR’s New Day program.

While growing up in a stable home with a loving family, Erin began experimenting with alcohol and marijuana in her teens. By the time she was 16, she had graduated to Oxycontin and then heroin. A prolonged period of substance abuse followed, during which time Erin watched as her younger brother developed his own addiction and suffered a fatal overdose. She also lost her mother to cancer, became estranged from her father, and found herself homeless, in and out of jail, and unable to break her dependence on drugs.

By her own estimation, Erin had been through detox over 100 times and spent time in 10 different halfway houses before she came to CASPAR. She was referred to the agency’s New Day program upon entering drug court, but with so many previous attempts at getting clean, Erin was unconvinced of her chances for success. She knew that she had to give it another try, though, having recently learned that she was pregnant. “I knew that it wasn’t about me anymore,” she says. “I didn’t know how to live, let alone how to be a mother.”

At New Day, Erin entered a supportive community of counselors and clinicians, as well as other pregnant women and new mothers who were working to turn their lives around and learn to care for themselves and their babies. “I couldn’t believe how much they cared, and how much they listened to me,” Erin recalls. “Diane [the program director] sat me down and we had a conversation about the things she saw in me that I didn’t see in myself. When you’re an addict, you forget about even the smallest things about being human—until someone holds you accountable. They would set small goals for me, and then, little by little, would make those goals bigger.”

Now celebrating two years of sobriety, Erin has re-established a close relationship with her father. She is living on her own, raising her daughter, going to college, and has set a goal of working in the recovery field, specifically in fundraising and development. “I want to help support the work that agencies like Bay Cove and CASPAR do. Sharing my story is the start of that—I want to give people a different perspective of who that ‘homeless addict’ they see on the street is. I want to be a voice for people who need one.”

Diane’s PERSPECTIVE

The vast majority of women who come into our programs have tried recovery more than once. Many of them have been demoralized by multiple attempts, and have lost hope that they can get sober. Without hope, it’s impossible to move forward and become the women they want to be. So, we work to help them believe in themselves again.

New Day is the only program in Massachusetts 100% committed to pregnant and post-partum women. Each woman is treated as an individual, but there’s a strength that comes from their shared experience as expectant and new mothers struggling with an addiction. The program offers structure—a daily routine that helps women foster self-esteem and confidence that they can lead a normal life—and is a safe place, free of stigma and judgement.

When we’re able to help women get to a place of independence, they feel empowered to make better decisions for themselves, and that truly puts them on the path to realizing their potential.

Diane Rose
Program Director,
CASPAR Women’s Programs
The stigma attached to being an addict is huge. When I got to CASPAR, they made me feel like I wasn’t an addict—I was Erin. They always treated me like an individual, something I’d never experienced in any treatment program before. They showed me I had as much right to a life, a job, a family, as anybody else. And the more they showed it to me, the more I believed it, and the more it began to happen. New Day completely changed my life, because they made me think not just about what my life was now, but how my life was going to be.

Today, I have a life that’s second to none. Every day is an adventure to me, because when you spend your life doing drugs, you miss out on the things that most people take for granted. I know very well that people in my situation—people who used drugs for so many years—are often dead before they get to age 35. But, I survived, and I want to let other people know they can survive, too, and do things they never thought were possible.
Bay Cove’s nursing staff obviously plays a very hands-on role in managing the daily medical treatment of the people we serve, and in helping them deal with significant, ongoing physical challenges and conditions. We partner with those we serve, our program staff, outside healthcare providers, and patients’ families to develop individualized healthcare plans for each person we serve.

Another key responsibility is partnering with individuals to advocate for their needs, whether that’s helping people with complex medical needs remain in their homes or advocating for the best possible treatment options for our patients from outside medical providers.

Our agency partners with people with a diverse range of challenges, but one thing that’s the same for everyone is the critical importance of good physical health. We work every day to help give those we serve the healthy foundation they need to achieve their personal potential.

Charles has lived at Bay Cove’s Orlando House for individuals with intellectual and developmental disabilities since 2011. He’s 61 years old, though you’d never know it to look at him. His youthful appearance and his calm demeanor are even more remarkable when you consider the physical challenges that Charles has dealt with over the last decade. A mild heart attack. Diabetes, which kept him on dialysis for 7 years. And, then, on Sept. 16, 2017, a kidney transplant performed at Boston Medical Center (BMC)—believed to be the first such surgery ever performed by the hospital on an individual with developmental disabilities living in a group home.

“Transplant surgery is incredibly grueling,” says Sara Meola, currently a Clinical Care Manager in Bay Cove’s Community Partners Program, and one of the key members of Charles’ Bay Cove medical team that developed a care plan for him, both pre- and post-transplant. “But Charles has done amazingly well.”

From working to establish Charles as a suitable candidate for transplant (he lost more than 70 pounds, just in order to be put on the list), to helping him through false starts (one early surgery fell through when the kidney was found to be not viable), and, finally, the surgery and his recovery, the Bay Cove medical team worked in collaboration with a large team within Bay Cove and outside the agency. The staff at Orlando House and the Bay Cove nursing staff teamed with a host of BMC-affiliated doctors and surgeons, independent psychologists, nutritionists, pharmacists, physical therapists, Charles’ guardian, and others to devise a plan of care for Charles.

“There was so much evaluation and re-evaluation done to get Charles on the list and keep him on the list for years—it was honestly eye-opening, even to me, as a nurse,” says Sara. “And, the aftercare is so intensive and involved—there’s daily medication adjustments, follow-up appointments, and physical therapy that has to be done. He had his good days, and he had days where he didn’t want to get out of bed. I really don’t think that on his own, he could have gotten on the list, or stayed on it.”

Thanks to the team effort, though, and the resilience of the star patient, Charles is thriving one year on. “He’s been amazingly positive, strong and determined to succeed,” Sara says. “He made it quite clear he wasn’t going to give up. And neither were we.”

Sara Goodrich
Director of LTSS Health Services for Bay Cove Human Services
I was on a waiting list for a kidney transplant for a long time, but then the surgery itself came and went so fast! I was a little scared, but not much. To be honest with you, I knew I was going to come out smelling like a rose. I’ve had so many surgeries. I’ve really been through hell and back. But I haven’t been to dialysis in a year, and that sure feels pretty good.

I was in a lot of pain after the surgery, and I know the muscles will never be the same. But I’m coming along well and getting stronger every day. I take it all one day at a time, but I really do get around pretty good. I can still be as active as I want to be—I can still do martial arts and teach Tai Chi.

I had a lot of support from everyone at Bay Cove—all the nurses and the staff at my house. They’ve stood by me every step of the way, and done a great job in helping me get healthier and stay healthier.
I feel our services help realize potential on a couple of fronts. We work with very young children with delays and identify what they need specific help with. We help them develop those key skills—language, motor development, socialization—that they’ll need and build on all their lives. For many of these kids, the potential is limitless. For others—children with significant medical challenges—learning to raise their head on their own, or to recognize a voice... those are huge milestones worth celebrating.

We also work with parents and family members, helping them learn what it means to be a parent of a child with a delay or special needs. We work to strengthen the home environment around each child, and help parents learn how to become advocates for their children and become empowered to get them what they need. That part of our work is very much about helping parents and children reach their full potential as a family.

Amanda Kasica
Director of Child & Family Services

Over the last three decades, Bay Cove has served thousands of children and families through our Early Intervention program, helping children get off to the best possible start in life. Sometimes we learn about what happens to these boys and girls after they move on and grow up, but more often we don’t.

This summer, our EI staff were reacquainted with 19-year-old Cindy, when the sophomore at Northeastern University came to work as a teaching assistant in the EI program. Her summer job found her back in the same facility where, as a child, she once attended playgroups and had a chance to interact with children her own age and practice language and socialization skills. Today, Cindy is excited about the chance to come back to Bay Cove Human Services to help children take steps forward with their own development.

“It’s been so rewarding to see—even in the short amount of time I’ve had to work with some of these children—how much they can blossom in the classroom,” Cindy says. “To start out working with children who aren’t speaking at all, and see them progressing to talking in full sentences, it’s really amazing.”

Cindy is a graduate of Boston Latin High School and a Health Science major at Northeastern, and says she plans to go on to medical school. She hasn’t settled on a particular discipline, thinking more in terms of a big picture plan for her future. “What I really want to do is figure out ways to give back through medicine. A lot of people in this country need medical care they’re not receiving, and that’s something I want to find a way to help with.”

As a teaching assistant, Cindy has helped lead playgroups of students from 16-36 months of age. She says that the experience has opened her eyes to the complexity of language and communication for children with developmental delays. “I’ve learned a lot about the multitude of reasons why children can struggle to express themselves, whether it’s because of challenging living environments, hearing loss, or diseases like autism.”

She’s also been able to work with Vietnamese children, acting as a translator and, in some cases, teaching them more of the language itself. “I’ll speak to them in Vietnamese—when many of them don’t hear it at all outside the home—and I’ll see that spark of recognition. I love kids, and this job has been a great opportunity to understand them better.”

From service recipient to service provider, Cindy’s Early Intervention journey comes full circle.
The inset photo, taken in 2002, shows Cindy as a child (pictured with her father, mother and grandmother), when she herself was receiving services at the Daniel C. Boynton Child Development Center in Dorchester. Today, this photo is one of several that hangs in the lobby at the facility on Victory Road.
Our program model focuses on helping people be as independent as possible, and helping them achieve the goals they set for themselves. At CHES, we work on both soft skills and hard skills. Hard skills are the actual work preparation skills a person needs to be employable—i.e., how to do a particular task—while soft skills are things like social skills and coping skills.

Participation in CHES is very self-directed: individuals start at a place where they want to start, and end where they want to end. If their end goal is to find a job, we work on job training and helping them land a good job. If their big goal is just to be able to look people in the eye or be comfortable in a group, that’s where we’ll go with them.

Our services are about people learning and having experiences that will bring meaning to their lives. That’s what we’re always working toward—and it’s different for everyone. It’s an individual process, and the folks we serve are always moving toward that next level, that next achievement.

Katie’s PERSPECTIVE

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Katie Nadeau
Director of Center House Employment Supports (CHES)
Mai-Key was diagnosed with autism when he was three years old. He graduated from the League School of Greater Boston in 2013, and it was then that we were introduced to several day programs that could offer him the services he required. One of them was Bay Cove, and the CHES program.

Mai-Key transitioned into the program really well, and, to this day, he loves going there and being part of his ‘team.’ He’s involved in a lot of wonderful activities there, and has learned so much. The staff at the program are absolutely amazing, and I’m always in contact with them—they always involve me in what they’re doing, and what they’re planning for the next steps, so I can work on things with Mai-Key at home. Whenever Mai-Key has a challenging day, his managers at the program will call me and e-mail me. Everyone we’ve worked with has been so awesome!

My hopes for Mai-Key are to continue to learn basic necessities like self-awareness, personal safety and simple verbal communication. And for him and his friends in the program to continue to thrive with Bay Cove!

~ Eunice, Mai-Key’s mother
ROSE’S STORY

Rose hasn’t let the struggles of her past prevent her from pursuing her dreams for the future.

Rose has attended Bay Cove’s Center Club program for men and women with mental illness since 2011. Diagnosed with schizophrenia when she was 16, the longtime Cambridge resident has spent decades committed to her recovery—experiencing both the highs and lows that come to someone with a persistent psychological condition. Today, Rose feels very positive about where she is in life, and is focusing her energy on a longtime professional ambition: floral arranging.

“Rose has studied with us twice—one was a few years back, and then she came again for an intensive two-week class in the summer of 2018,” says Steve Rittner, owner and lead instructor at The Rittners’ School of Floral Design, located in Boston’s Back Bay. Rose had the opportunity to study at the school through Center Club’s Professional Employment Initiative, funded by The Sidney R. Baer Jr. Grant. “In her coursework with us, Rose had a chance to learn the skills involved with floral design—how to mix and use different materials, how to care for flowers, color matching and other techniques. She was never anything other than extremely diligent and dedicated to her studies. She was a great student who always worked very hard at succeeding—I have a lot of respect for her.”

Rose is currently refining her resume, with help from staff at Center Club, and applying to area florists to put her newly honed skills to work professionally. Her eventual goal is to own and operate her own floral gift cart, which she envisions setting up within an area hospital or assisted living facility. She’s been working on crafting a business plan, one that would eventually involve expansion to multiple carts. “My ultimate objective is to eventually be able to work full-time and support myself without assistance,” Rose says.

Center Club has been more to Rose than a place to help her progress professionally—she describes the Club’s tremendous importance in her life as a support system, a place to experience new things (“I’m performing in our Christmas pageant this year,” she notes with pride), and a place of safety and comfort. “The staff and members at the Club are really like family to me. They’re great problem solvers, great thinkers, and great sources of encouragement. The Club is really a home away from home for me.”

Mary’s PERSPECTIVE

Most adults consider their jobs as key components of their identity. For decades, employment for individuals with psychiatric disabilities was menial labor and piecework, often done in sheltered workshops. People with mental illness want to work and contribute to a diverse workforce like anybody else, but often don’t have access to opportunities.

At Center Club, we encourage personal growth and individual choice. The Sidney R. Baer, Jr. Foundation has awarded us multi-year funding to support our Professional Employment Initiative, which provides substantive vocational training assistance to our members that prepares them for not just entry-level jobs, but careers.

Two of the biggest deterrents for people with mental illness who want to work are them not believing they can do it, and not believing anyone is in their corner. At Center Club, we offer a community of support and encouragement, and when members see their peers getting trained and hired in the community, it helps them have the confidence that they can, too.

Mary Gregorio
Director of Center Club
I guess I’ve always loved flowers and flower arranging. I can remember, as a little girl, picking flowers on the way to school, and then carefully arranging them in a vase for my teacher. Years later, after I was diagnosed with schizophrenia, it was something that I came back to as a way of relaxation. Eventually, I thought that I’d like to try and make a career out of it.

When I was first diagnosed I knew, at that time, that I’d been acting strangely, but I really rejected the diagnosis for a long time. Looking back, I wish I’d been more accepting of it. Today, though, I acknowledge my illness, but I’m determined to move beyond it. Acknowledging it doesn’t mean that it should control my life, or hold me back from having a career or living in the community like anyone else.

When you meet me, I appear competent now—able to work and to do a job—but it’s been a long time coming! It may be late in my life to embark on a career, but I’ve been through a lot of challenges—a lot of starts and stops—and now I really feel ready to make things happen. I’m excited about what comes next.
The FirstStep Street Outreach Team and our Emergency Services Shelter offer a critical entry point into CASPAR services—frequently, that’s where our ability to help an individual begins. When FirstStep is in the community and encounters someone who’s been on the streets for some time, our goal is to engage that person and provide basic needs such as water, food, blankets or warm clothing. From there, we encourage them to come into our shelter.

Once an individual is indoors, the plan is to continue with support and engagement, connecting them with case management and possible referrals to detox and/or further treatment options. Getting a person through the door is just what the name of our service suggests—a “first step”—but, for individuals who’ve been homeless and struggling with substance use disorder, it can be a major life-changing moment.

CASPAR’s objective is “Hope for Today,” and that’s what getting someone off the street and connected to our services represents. One single day, one single choice—where somebody decides to let us help them begin the journey toward recovery and away from homelessness and addiction.
All of us at CASPAR and Bay Cove offer our profound gratitude to the companies, organizations, individuals and groups who have generously donated their money, time and spirit to the Cookin’ with CASPAR program. Their caring service to the men and women we serve at our Emergency Shelter has made a tremendous positive impact on the lives of our guests.

Pictured: Volunteers from Seres Therapeutics in Cambridge joined CASPAR staff on October 24.
SPECIAL EVENTS

Special Events are a central component of Bay Cove’s efforts to raise critical funds to support our programs and services, while also raising awareness of our agency and our mission. We extend heartfelt thanks to all who have participated in the following Special Events during fiscal year 2018. (July 1, 2017–June 30, 2018)

GEORGE C. CUTLER MEMORIAL GOLF TOURNAMENT

On October 2, 2017, Bay Cove supporters hit the links for the 22nd annual George C. Cutler Memorial Golf Tournament. Led by Presenting Sponsor Liberty Mutual and Platinum Sponsors Riemer & Braunstein LLC and Walmart, supporters contributed more than $100,000 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.

STRENGTHENING OUR COMMUNITY

The Marriott Courtyard Cambridge played host to nearly 200 CASPAR supporters on April 12, 2018, as the agency welcomed old friends and new to our “Strengthening Our Community” event. The evening celebrating the life-saving work done by CASPAR programs—as well as the brave and inspiring individuals who have received or are currently receiving services from us—was a resounding success, raising more than $200,000 to support our work on the frontlines of the opioid crisis.

At the event, Tom Andrews and the team at Alexandria Real Estate Equities were honored with The Carl F. Barron Catalyst for Change Award, for their longstanding support of CASPAR, their commitment to creating positive change in the community, and their work behind-the-scenes to help our homeless neighbors in Cambridge. Guests also enjoyed delicious hors d’oeuvres and a live auction—led this year by returning event chairs Jeff Lockwood, Global Head of Communications at Novartis Institutes for Biomedical Research, and Sarah Gallop, Co-Director of MIT’s Office of Government and Community Relations.

We offer our deepest thanks to all our guests and generous donors, with particular gratitude to all our wonderful event sponsors. Kudos also to our hosts, the Marriott Courtyard Cambridge, and our dedicated staff of volunteers who helped make the event shine!
TEAM BAY COVE AT THE BOSTON MARATHON

The weather was frightful, with drenching rains and wind-chills that dipped below freezing at times, but the six members of Team Bay Cove 2018 didn’t let that stop them! Jill Antenucci, David Core, Lauren Easton, John Graves, Kris Kenney and Candice Narsasian took on the 122nd running of the Boston Marathon on April 16 with excitement and enthusiasm, with all six running and finishing the race they’d trained for throughout a bruising New England winter.

Along the way, these amazing athletes raised awareness of Bay Cove and our services, while also fundraising for the agency. Their tireless efforts brought in close to $90,000 to support Bay Cove programs.

At the event, Bay Cove was proud to honor Liberty Mutual Insurance and the company’s Chairman & CEO, David H. Long, with our Changing Lives Award. With a dynamic partnership that dates back more than 30 years, Liberty Mutual is Bay Cove’s longest-standing and largest corporate supporter, providing program support through the Liberty Mutual Foundation, sponsorship of key agency fundraising events, and volunteer support for projects at Bay Cove’s more than 180 program locations. The company, under the leadership of Mr. Long, is also one of Boston’s corporate philanthropic leaders, and their commitment to helping men, women and children facing life’s greatest challenges made them an impressively worthy recipient of the Changing Lives Award.

THE BAY COVE HUMAN SERVICES 2018 CHANGING LIVES GALA

Bay Cove celebrated another year of reaching people and changing lives on May 23, when close to 300 friends of the agency came together at the Renaissance Waterfront Hotel for the 2018 Changing Lives Gala. The evening was a festive and inspiring celebration of the men, women and children served everyday by Bay Cove, and raised more than $300,000 to support Bay Cove’s programs and services.

Guests enjoyed a cocktail reception and live music from Heliotrope Swing, took part in a silent auction filled with amazing and unique items and experiences, and were then treated to a delicious dinner designed by our guest celebrity chef, Paul Wahlberg, who outdid even his own delectable standards. Our friend Susan Wornick was a phenomenal emcee for the evening and delighted the crowd, as always, while conducting a truly spirited live auction.

All of us at Bay Cove offer our profound gratitude to all our Changing Lives Gala sponsors; our Gala co-chairs, Tan Gopal and Joe Ailinger; all our fantastic guest speakers; all our guests who so generously donated at the event; and all the agency staff and volunteers who worked so hard to make the event such a wonderful evening for all who attended.
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 2018.

$10,000-$24,999
*Ellen & Jerold Hirschberg
*Bill and Heather Maffie
*James and Martha Mungovan
*Anne Rush and Bruce Goodman
*Greg and Christopher Herlihy
*Jack Sprague and Shareen Yew
*Rusty Steff
Jack and Linda Stone
*Ned and Mary Tate
Marc and Jayne Teal
"The Group"
*Sally W. Thompson
Mark Touhey

$5,000-$9,999
*David and Linda Hirschberg
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Lawrence Kotin
Frank Kramer and Joan Sulis-Kramer
Yamini Krishnan
Mary LaClair
James Larson
Stephen Lavery
Joe and Linda Lecas
Stephen Leon
d Claire Walker Leslie
Deborah L. Levy
Kenneth Lower
Michelle Lazor
Susan MacLaren
Richard and Wanda Macnair
Patrick Magee
City Councilor
Alanna M. Mallon
Leandra Mansur
Ann Marie March
Dana Mardell and David Sandberg
Harold and Margaret Mason
Bryan and Grace Mazur
Christine McEldroy
Mayor Marc C. McGovern
Jean Flatley McGuire and Barbara Herbert
Norm McVie
Daniel and Tammy McKanan
Keith McNeill and Toffee Albina
Nicholas Meyer
Mango Miller
Brenda Monroe and Jessica Steward
Sanford Nobel

Kevin and Maureen Oliver
Kerry Ollen
Kenneth Osgood
David Oslar
John Page
Peter and Susan Pease
Theodore Peck
S. Georgine Pennington
Lisa C. Peterson
Kathryn Porter
Jay and Sheila Posowski
Jeffrey Quateman
Elisabeth Raleigh
Juliette Reiter
Edward and Dianne Rice
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Mark Romanowsky
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C. Josh Rowden
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Virginia Savage
Darcy Schramm
Sheerl Swanger
Robert Sedgewick
Caroline Shamu and Peter Sorger
Mark Simmons
Gregg Singer
Stephen Skuce
Jennifer and Kevin Sousa
Ronnie Springer
Alan and Monica Steiner
Nan and Bill Stone
Liza Tacontere
Sheila Toomey
Edrick Van Beuzekom
Susan Viz
Christine Warshawsy
C. A. Webb
Gail Lemly Wiggins
Evelyn Wyman

Up to $100
Brian Abraham
Mekah Allen
Jacob Balin
Joel and Betsy Bard
Amity Bateman
Prudence Baxter
Deborah Belle
Ellen Bennett

Michael A. Berdan and Janet A. Corash
Suzanna Black
Jacob and Nancy Bloom
Michael Bowler
Phyllis Bretholdt
Lawrence Brown
Thomas Browne
Carole Bundy
Ann C. Burns and Claire M. Roberts
Michelle Carter
Kay Case
Mary Cassesso and Peter Miller
John Cini
Charles and Susan Crusde
Polyxane Cobb
Kathleen and Lawrence Conroy
Lauren P. Curry and Robert P. O’Shea
Renee Deviva
Shelia and Edward Doctoroff
Darin Doris
Walter Dubin
David Emerson and Amanda Peters
Daniel Epstein and Rozann Kraus
Julie Erickson
Edward and Lillian Fassino
Theresa Feloney
D. Anthony Flanders and Carla Pocacessi
Ursula and Thomas Follett
Melissa Fox
Peggy and Maurie Fox-Waren
Shelley Francois
James Gallagher
Steve Gallant
Emer Garland
Thomas Gibson
Jamie McCarthy
Charlie Giordano
Gail Greenhouse
Edward and Margaret Hardy
G. Neil and Anne Harper
Catherine Hart
Patricia Hawkins
Eleanor and Richard Heaven

Up to $100
Siri Steinele and James McNulty
Juliet Stone
Carolene Sullivan
Shamir Tanna
Marsha Vannicelli
Donna Wade
Melissa Welch
Kindle Williams
Betina and Stephen Winter
Elizabeth Wyldle and Lance Drake

CASPAR INSTITUTIONAL GIVING $25,000+
Cummings Foundation
Franklin Square House Foundation

$10,000-$24,999
Bank of America
Merrill Lynch
Cambridge Community Foundation
Life Science Cares, Inc
Newmark Knight Frank

$5,000-$9,999
Alexandra Real Estate Equities, Inc.
The Alex Foster Foundation
Biogen
Cambridge Licensee Advisory Board/Taste of Cambridge
Consigni Construction Company
DivoWest Real Estate Investments
Elkus Manfredi Architects
Forest City
Commercial Group
Irving House at Harvard
John Morarity & Associates
MIT Government and Community Relations
Novartis, Inc.
Pfizer

Taste of Cambridge
The Verrill Foundation

$2,500-$4,999
Bardo, Rao & Athanas Consulting Engineers, LLC
Beals and Thomas, Inc.

We have made every effort to be accurate in our donor acknowledgments, and apologize if any mistake or omission has been made. All gifts are greatly appreciated. If your donation is not recognized on these pages, please contact development@baycove.org.
### CONSOLIDATED BALANCE SHEET

<table>
<thead>
<tr>
<th>Assets</th>
<th>Audited 6-30-18</th>
<th>Audited 6-30-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$4,161,371</td>
<td>$2,952,193</td>
</tr>
<tr>
<td>Net Accounts Receivable, Program Services</td>
<td>13,059,493</td>
<td>13,849,767</td>
</tr>
<tr>
<td>Contributions Receivable</td>
<td>132,826</td>
<td>101,734</td>
</tr>
<tr>
<td>Prepaid Expenses</td>
<td>445,730</td>
<td>546,391</td>
</tr>
<tr>
<td>Other Accounts Receivable</td>
<td>101,109</td>
<td>39,403</td>
</tr>
<tr>
<td>Short-Term Investments</td>
<td>841,523</td>
<td>874,593</td>
</tr>
<tr>
<td>Net Land, Buildings and Equipment*</td>
<td>31,762,121</td>
<td>33,113,426</td>
</tr>
<tr>
<td>Long-Term Investments</td>
<td>1,653,954</td>
<td>1,504,409</td>
</tr>
<tr>
<td>Other Assets</td>
<td>5,816,161</td>
<td>5,071,960</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$57,974,288</strong></td>
<td><strong>$58,053,876</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Liabilities</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td>$2,214,098</td>
<td>$2,954,675</td>
</tr>
<tr>
<td>Accrued Expenses</td>
<td>5,810,246</td>
<td>5,102,898</td>
</tr>
<tr>
<td>Current Portion of Long-Term Debt</td>
<td>814,777</td>
<td>754,280</td>
</tr>
<tr>
<td>Other Current Liabilities</td>
<td>2,758,094</td>
<td>2,308,184</td>
</tr>
<tr>
<td>Long-Term Notes &amp; Mortgage Payable</td>
<td>18,975,652</td>
<td>19,782,183</td>
</tr>
<tr>
<td>Other Liabilities</td>
<td>223,467</td>
<td>220,168</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td><strong>$30,796,334</strong></td>
<td><strong>$31,122,388</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Net Assets</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>$27,177,954</strong></td>
<td><strong>$26,931,488</strong></td>
<td></td>
</tr>
</tbody>
</table>

| **Total Liabilities and Net Assets**  | **$57,974,288** | **$58,053,876** |

### CONSOLIDATED INCOME STATEMENT

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Audited FY 2018</th>
<th>Audited FY 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions, Gifts, Legacies, Bequests &amp; Special Events</td>
<td>$1,338,528</td>
<td>$1,917,585</td>
</tr>
<tr>
<td>In-Kind Contributions</td>
<td>594,000</td>
<td>597,058</td>
</tr>
<tr>
<td>Grants</td>
<td>3,141,827</td>
<td>3,202,364</td>
</tr>
<tr>
<td>Program Service Fees</td>
<td>106,524,538</td>
<td>99,757,926</td>
</tr>
<tr>
<td>Other</td>
<td>678,045</td>
<td>719,194</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$112,276,938</strong></td>
<td><strong>$106,194,127</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Compensation &amp; Related Expenses</td>
<td>$79,046,383</td>
<td>$74,382,275</td>
</tr>
<tr>
<td>Occupancy Expenses</td>
<td>11,008,433</td>
<td>10,389,458</td>
</tr>
<tr>
<td>Other Program / Operating Expense</td>
<td>10,831,370</td>
<td>10,013,088</td>
</tr>
<tr>
<td>Subcontract Expense</td>
<td>5,256,537</td>
<td>5,105,715</td>
</tr>
<tr>
<td>Direct Administrative Expenses</td>
<td>3,437,204</td>
<td>3,140,358</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>192,214</td>
<td>166,922</td>
</tr>
<tr>
<td>Depreciation of Building and Equipment</td>
<td>2,172,460</td>
<td>1,981,712</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$111,944,601</strong></td>
<td><strong>$105,179,528</strong></td>
</tr>
</tbody>
</table>

| Operating Income                        | **$332,337**    | **$1,014,599**  |

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.
GET INVOLVED!

The work that all of us at Bay Cove do each day to help ensure full, rich lives for those with the greatest challenges is supported in so many ways by our generous individual, corporate and institutional supporters. If the services described, and the personal stories shared, within the pages of this report have inspired you to become a member of the Bay Cove community, there are a number of ways that you can get involved with the work we do.

DONATE

Why Donate to Bay Cove Human Services?

Your gift will make a difference. It is private donations—your contributions, and those from others who share your commitment to Bay Cove—that give us the resources and flexibility we need to provide the kind of individualized support that helps each person we serve achieve his or her personal goals.

There are many ways to make your financial donation in support of Bay Cove’s vital, life-changing work.

• Make a secure online donation at www.baycove.org/donate.

• Mail your donation to: Bay Cove Human Services, Development Department, 66 Canal St., Boston, MA 02114

• Call 617-619-5930 to speak with a member of our Development Office.

• In-Kind Donations: In addition to financial donations, Bay Cove is happy to accept items that the individuals we serve need and use, including new or gently-used winter coats, gloves and boots; dress clothing, appropriate for job interviews; personal care items (toiletries); grocery giftcards; and more.

• Questions?
E-mail us at development@baycove.org.

VOLUNTEER

Volunteering is a great way to become involved with Bay Cove, and a chance to put your own particular interests and abilities to work for those we serve. Whether you’re looking to schedule a corporate team-building project, or to make a difference as an individual in your community, we would love to talk with you about how you can support Bay Cove’s mission.

Sample volunteer projects include:

• Landscaping and yard clean-up at one of our 180 programs

• Interior painting at one of our many residential or day programs

• Cookin’ with CASPAR – Preparing and serving a meal to guests at our Cambridge homeless shelter. (See story, page 14)

Please call the Development Office at 617-619-5930 or e-mail development@baycove.org to learn more about customized volunteer opportunities.

JOIN A COMMITTEE

You don’t have to be an employee of Bay Cove to work on behalf of the people we serve. You can play an integral role in our mission and act as an advocate for our most vulnerable neighbors by volunteering your time and talents on one of our boards or committees.

The Bay Cove Board of Advocates is a volunteer group that plays a critical role in the success of our agency. 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 increase 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, and the expertise, energy and effort the members bring to the table are invaluable to our mission.

Our Young Professional Advocates are a group of people 21-35 years of age who are interested in meeting other socially-minded individuals. This group’s philosophy is that giving back does not have to feel like an obligation.

The goals of the Young Professional Advocacy Board are:

• Spread awareness about Bay Cove’s mission and services throughout the young professional community in Boston

• Fundraise on behalf of Bay Cove Human Services

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. For more information about the Young Professional Advocates, contact Caitie Sprague at csprague@baycove.org or 617-619-5930.

VISIT A BAY COVE PROGRAM

We encourage anyone who wants to learn more about what we do—and have the chance to meet some of the amazing individuals we serve each day—to tour one of our programs.

To schedule a visit, please contact Vice President of Development David Hirschberg at 617-371-3167 or dhirschberg@baycove.org.

However you decide to Get Involved, we are profoundly grateful for the role you play in helping us make a difference in the lives of the people we’re privileged to serve!
BOARD MEMBERS & SENIOR LEADERSHIP

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Ruth Fishbein
Vice Chair
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Megan Hoffman
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Gopal Kalluri
Ann Kelly
Myles Lane
William Lavelle
Chris Lento
Paul Lipsitt
Michelle Lockwood
Arlene Lopes
Tom Lutzy
Anna Madison
Harry Margolis
Robert Maulden
Angela Menino
Dolores Miller
Victoria Palmer-Erbs
Anne Rush
Kenneth Ryan
Lucy Sachs
Leo Sarkissian
Todd Sells
Michael and Mary Ellen Shea
Elizabeth Shorr
Tucker Smith
Ronnie Springer
Jacob Stone
Kirk Sykes
Marc Teal
Victoria Wang
Steve Weinstein
Eric Wettlaufer
Amy Whitcomb Slemmer
David Williams

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bsprague@baycove.org
Jim Laprade
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Nancy Mahan
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Kerry Ollen
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Emma Concepcion
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Mary Jo Cooper
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Kelly LaCava
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Carley Lubarsky
Vice President of Mental Health Services
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Jamie Rihibany
Controller and Vice President
jrihbany@baycove.org
Lydie Ultimo-Prophil
Vice President of Addiction Services
lultimoprophil@baycove.org
Check out our brand new website at www.baycovehumanservices.org!