Bay Cove Human Services is thrilled and honored to announce that this spring, at our 2019 Changing Lives Gala, we will be presenting the Changing Lives Award to Michael and Kitty Dukakis.

The Changing Lives Award was established in 2014 to recognize champions in the efforts to ensure access to effective social services, and to eliminate the stigmas associated with the types of challenges faced by the people we serve. Governor and Mrs. Dukakis have been extraordinary leaders in both efforts throughout their careers, inspiring countless people to overcome personal challenges, become activists and advocates, and to work tirelessly to strengthen their communities.

The Changing Lives Gala will be held on the evening of Thursday, May 23, at the Renaissance Boston Waterfront Hotel. The event will be hosted by Bay Cove supporter extraordinaire Susan Wornick, and will feature a cocktail reception, a delicious dinner, silent and live auctions, inspiring stories from individuals served at Bay Cove and, of course, the presentation of the Changing Lives Award to Governor and Mrs. Dukakis.

We hope you will be able to join us for this wonderful evening celebrating the life-changing work done at Bay Cove, and the people we are privileged to serve each day. For more information about this year’s Gala, or to purchase tickets, visit www.baycovehumanservices.org/gala. For sponsorship information, please contact David Hirschberg at 617-371-3167 or dhirschberg@baycove.org.
I’m writing this in January, always an opportune time to look at the many accomplishments of the past year while looking ahead to the challenges before us in the year to come. While the start of a new year inspires one to focus on what’s new (and I will do that), our most important accomplishment remains the daily work done at all of our programs—work that touches 25,000 lives every year—and the commitment of our staff to our mission and the people we serve. Everyday successes, big and small, occur in our residences, our treatment programs, our education and training programs, our emergency services and in our shelters.

While an individual success, first and foremost, belongs to the person receiving services and pursuing his or her own goals, it is also made possible by our shared commitment to Bay Cove’s core values—that every person deserves dignity and respect, that services must be tailored to the needs of each individual, and that recovery is real.

This past year saw a number of new initiatives that will improve and/or expand the services we can offer to some of the most challenged members of our community. Bay Cove had an extremely busy summer in 2018, as many of these new initiatives were concentrated with start-ups on or around July 1.

The Massachusetts Department of Mental Health undertook a total redesign of their service delivery system, moving from CBFS (Community Based Flexible Supports) to ACCS (Adult Community Clinical Services). As Bay Cove held the single largest CBFS contract in the state and now holds the single largest ACCS contract, this was a massive undertaking requiring hundreds of new staff, hundreds more staff with redesigned jobs, and a system transformation in terms of how services are delivered. While this amount of change presented its share of challenges, the outcome has resulted in significant improvements in the services we are able to offer.

This past year also saw the roll-out of a new MassHealth model for Medicaid recipients, moving from a fee-for-service model to a managed care model operated by two new types of organizations: Accountable Care Organizations and Community Partners. Bay Cove and our fellow human services agency Vinfen teamed up to form two new LLCs, which were awarded Community Partner status in both Behavioral Health and Long Term Supports. As the year came to a close, we were managing the care for approximately 5,000 people across Eastern Massachusetts.

Bay Cove continues to be at the forefront of addressing some of the most significant social problems and behavioral health challenges in our Commonwealth. We offer a wide array of treatment options for people struggling with opioid addiction, which the Governor has identified as a public health crisis in Massachusetts. We continue to develop our services to combat homelessness, as we recently re-opened the Cambridge Warming Center, a seasonal program developed in conjunction with the City of Cambridge. The Warming Center joins a number of other programs that provide emergency shelter, while engaging guests in efforts designed to achieve long term housing. Also in 2018, we took over operation of emergency mental health services on Cape Cod. Working with Cape Cod Hospital to intervene when someone is in psychiatric crisis, we are able to assess the person in crisis and offer a number of interventions as alternatives to hospitalization. (See page 3.)

Entering 2019, we are excited to continue to deliver the most comprehensive array of Behavioral Health Services and Long Term Supports to those with the greatest challenges. Our commitment, as always, is to partner with people to overcome challenges and realize their personal potential. Our ability to fulfill this mission depends on your support, and that of others who share your commitment to the work of Bay Cove.

I thank you for being part of the Bay Cove community, and offer you all my best wishes for the New Year ahead.
Bay Cove & Blue Cross Partner to Expand Emergency Mental Health Services

Thanks to a $200,000 grant from The Blue Cross Blue Shield of Massachusetts (BCBSMA) Foundation, Bay Cove will add new clinical and peer support resources that will enhance our agency’s ability to provide critical behavioral health outreach, education and urgent care on Cape Cod.

Through the new grant program Expanding Access to Behavioral Health Urgent Care, The BCBSMA Foundation is looking to expand the capacity, responsiveness, quality and scope of adult behavioral health urgent care (BHUC) in Massachusetts. Their focus is ensuring emergency services are provided close to home in a community setting; that they include care coordination; that they take advantage of and/or build additional close collaborations with other agencies; and that they can manage patients with co-occurring behavioral health and substance use disorders.

As the sole provider of emergency behavioral health services on Cape Cod, Bay Cove will receive $200,000 in funding, which will support the hiring of additional clinical and peer support staff. These employees will be strategically placed in the communities between Hyannis and Provincetown, conducting outreach and intensive follow up, allowing for a quicker response time to the outer Cape.

Bay Cove’s outreach efforts to communities will focus on the benefits of our service versus utilizing hospital ERs, and will include joining police and EMS staff on “ride-alongs”; information sessions to group homes, senior centers, community groups, and clubhouses; and participation in strategic planning with partner organizations.

“This is a really exciting opportunity for us to offer more complete and robust care to an underserved area of Massachusetts,” says Lori Myles, Services Director for Bay Cove’s Southeast Emergency Services. “Residents of the outer Cape towns have been asking for added services, and now we’ll be able to provide them without worrying about where our reimbursement will be coming from. We have the chance to go out, do good work, and offer a safety net for people who need it.”

For more than a decade, Bay Cove has been honored to receive numbers for the world-famous Boston Marathon from our friends at the John Hancock Non-Profit Boston Marathon Program. Each year, Bay Cove has fielded a team of dedicated athletes to run that 26.2 miles, while raising money for our programs and services for our most vulnerable neighbors.

This year, we’re thrilled to have received six numbers for the race, and we have filled Team Bay Cove 2019 with a collection of fantastic athletes dedicated to supporting the work we do.

Team Bay Cove 2019 consists of one returning runner, Jill Antenucci (who ran for Bay Cove in 2018); two Bay Cove staffers, Hannah Conley and Jason Hyland; C.J. Dunn, a member of the agency’s Young Professional Advocates (see story, p. 5); and Bay Cove supporters Andrea Schussler and Andrew Teal.

To read the stories of Team Bay Cove’s runners, or to learn how you can support their fundraising efforts, please visit www.baycovehumanservices.org/marathon. And you can also follow our runners’ journeys through regular updates on our Facebook and Twitter accounts.

We thank you for your support, and hope you’ll join us in cheering on Team Bay Cove!
Join Us for CASPAR’s “Strengthening Our Community” Event, Honoring Life Science Cares, on March 28

On March 28, we invite supporters of our Cambridge- and Somerville-based homelessness and addiction services to join us for “Strengthening Our Community,” our annual CASPAR spring fundraiser. The event—which has grown in popularity with each passing year—has graduated to a brand new venue this year, hosted by our Lead Sponsor, Pfizer, at their downtown Cambridge offices (610 Main St.) from 6-8:30 p.m.

The event will feature delicious food and drink, as well as the chance to bid on unique auction items and hear inspiring stories from those who have battled against addiction and homelessness and graduated from our CASPAR programs.

This year, we are proud to be presenting the Carl F. Barron Catalyst for Change Award to the Cambridge-based philanthropic organization Life Science Cares (LSC). Life Science Cares is a breakthrough group of life science leaders and companies who aggregate human and financial resources and deploy them against poverty. LSC has been a steadfast partner with CASPAR in the work of helping individuals struggling with poverty, homelessness and/or substance use disorder.

As part of the collaboration with CASPAR, Life Science Cares has teamed with a number of their partner companies to conduct clothing drives for our programs for individuals battling homelessness, and has also brought volunteer groups from throughout the local life science community into our Emergency Services Shelter to cook and serve meals through our Cookin’ With CASPAR initiative.

Additionally, Life Science Cares has provided generous financial support for the work we do. In December, CASPAR was chosen (for the second year in a row) as the recipient of a grant from LSC that will assist our FirstStep Street Outreach Team connect unsheltered individuals with access to emergency medical and psychiatric care, meal programs, shelters, substance use disorder treatment, and daytime drop-in and social service centers.

If you’re interested in joining us for Strengthening Our Community, please visit www.baycovehumanservices.org/strengthening-our-community, or contact Director of Development for CASPAR Julia W. Londergan at jlondergan@baycove.org for more information. We hope to see you there on March 28!
Bay Cove Young Professional Advocates Celebrate A Productive First Year…and Look Forward to 2019!

Founded in 2018, The Bay Cove Young Professional Advocates represent the next generation of Bay Cove supporters. The YP Advocates are a group of people 21-35 years of age who are interested in meeting other socially-minded individuals.

The goals of the Young Professional Advocates are:
• Spread awareness about Bay Cove’s mission and services throughout the young professional demographic in Boston
• Fundraise on behalf of Bay Cove Human Services

In their first year, the YP Advocates helped raise nearly $25,000 to support Bay Cove services. They achieved this through Bay Cove’s first annual Fall Festival (held October 20 at Ned Devine’s in Boston) and through special events and fundraising support for 2018 Marathon runner Candice Narsasian, a YP Advocates member.

As we enter 2019, the group has not lost any steam, and has even more ambitious plans to show their support for Bay Cove. This year, the YP Advocates have another Boston Marathon runner on Team Bay Cove: C.J. Dunn (see story, p. 3), and the group will be supporting his efforts with a number of special fundraising events. These events include a trivia night and a polar plunge, both tentatively scheduled for February, as well as the 2019 Team Bay Cove Boston Marathon Send-off Party in early April.

To learn more about the YP Advocates, including how to join the group, contact Caitie Sprague at csprague@baycove.org or 617-619-5930.

(Top left, and left): Members of Bay Cove’s Young Professional Advocates enjoyed fall-themed fun at the agency’s first-ever Fall Festival on October 20.

(Right): YP Advocates member C.J. Dunn will be running the Boston Marathon for Bay Cove on April 15.
A significant number of the men and women we serve at Bay Cove struggle with poverty. Many of our clients are homeless, and for those who live on the street, access shelter services, or are simply living below the poverty level, the winter months are the most difficult and dangerous to negotiate.

Thankfully, we have many generous supporters who show the warmest of hearts during the coldest time of year. In recent months, Bay Cove has been the recipient of much-needed donations of warm winter clothing, as well as financial donations to purchase such clothing, in addition to having a number of coat and clothing drives conducted on our behalf.

Our thanks to all of the organizations who have conducted drives for Bay Cove, including Armstrong Ambulance Service (pictured, top right), Battery Wharf Hotel, The Boston Home, Brigham and Women’s Hospital Development, Brooks Brothers, Elements Massage, Eze Castle Integration, Holway Child Study Center, Massachusetts Clean Energy Center, NCC Media, One Beacon Insurance, Rag & Bone, Systems and Technology Research, and many, many more.

Also this winter, we launched a new campaign for our CASPAR Shelter and Outreach programs called Give Homelessness the BOOT! with the goal of providing 100 pairs of new winter boots for our shelter guests, and we’re proud to say that we surpassed that goal! Our profound thanks go out to the following donors who supported our boot drive and/or donated winter clothing to CASPAR: Akebia, Alexion Pharmaceuticals, Aramark Corporation, Gail Bambrick, volunteers from The Broad Institute, Building Impact, Cambridge Chamber of Commerce, Cambridge Community Foundation, Cambridge Innovation Center, City of Cambridge, Congregation Sha’aray Solomon, Judy Fiola and John Ice, Harvard Square Business Association, Ellen and Jerrold Hirschberg, IDEO Cambridge Studio, KA Ricco Hair Design, KSA Business Association, Eric and Lori Lander, Life Science Cares, Jean McGuire, MIT, Noor Oriental Rug, Melissa and Michael Onorato, Partners Healthcare, PJA Advertising, Raymond James & Associates, Roan Solutions, St. Joseph’s Somerville, Sasaki Foundation, Seres Therapeutics, Setfive Consulting, ShellTech (pictured, bottom right), Rusty Stieff, Takeda, Takeda Oncology, Vendome Residents Committee, West Flooring and WeWork Cambridge/Boston.

With weeks of winter yet ahead, we still have a great need for items like winter coats (particularly large sizes XL-5XL), winter gloves, winter boots, new wool socks, new underwear (both men and women) and men’s pants. If you would like to donate, please contact Emily Dorn at 617-371-3184. Thank you!
Bay Cove Launches New and Improved Agency Website

In October, Bay Cove's online presence received a significant boost with the launch of our newly revamped external website!

The new and improved site offers a number of advantages to Bay Cove supporters and employees, including:

- A fresh, vibrant and engaging new look.
- A site that is easier for visitors to navigate and interact with, and one that is better equipped to provide information about agency services and employment opportunities.
- A site that is more user-friendly for Bay Cove communications staff to maintain and update quickly and frequently.

Bay Cove's new website address is [www.baycovehumanservices.org](http://www.baycovehumanservices.org). Our new website is a big step forward for Bay Cove, and one that will help all our agency’s stakeholders—staff, individuals we serve, those seeking services, and potential future employees—better access needed information about our agency’s mission, history and programs.

We encourage you to visit www.baycovehumanservices.org, and check it out for yourself!

On December 13, our Early Intervention program in Dorchester was the happiest place on Earth (south of the North Pole), courtesy of longtime Bay Cove supporters the “Fifty Families.”

Each year, these dedicated donors from the town of Lincoln (pictured, with Bay Cove EI staff) generously make the season bright by providing holiday presents for the families who receive services through our EI program. The group receives wishlists from our staff—from grateful parents who might otherwise be unable to afford gifts at the holidays—and then travel to Dorchester with carloads full of brightly-wrapped packages for staff to deliver.

Having well outgrown the moniker “Fifty Families” (named for the original number of participant families), this year more than 130 households came together to purchase gifts for those we serve. They offered an amazing abundance of kindness, gifting our families with close to 250 wrapped presents, more than 5,500 diapers, and over $2,000 in giftcards to local department and grocery stores.

We cannot thank the “Fifty Families” enough for their enduring support and their profound generosity, and for reminding us all about the true joy of giving!
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 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; and learn the latest about CASPAR on Facebook at CasparIncNonprofit, and on Twitter at @CASPARCamSom.

MISSION:

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

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