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THE PROVIDER

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Celebrating 40 years of serving the human services provider community

March 2015

Workers with disabilities prove mettle in snow

It's no secret that many human service employees – especially direct care workers – are considered “essential” employees and are required to report to work during emergency situations and travel bans, like those issued during this winter's string of snowstorms.

But a number of consumers – working through members' social enterprises, such as WORK Inc.'s Facilities Management & Maintenance Inc., and using skills learned from job-training programs – are also considered essential workers and have been reporting to work during this season's un-

precedented snowfall, demonstrating their value to the workforce.

“If you want people who are going to show up for work, hire more people with disabilities,” said Stefanie O'Shea, the manager of commercial services for Community Work Services (CWS).

CWS and WORK Inc., both located in Boston, are two member organizations where consumer/employees often report for work in inclement weather.

WORK Inc., which provides custodial and other services at a number of buildings in Boston through Ability One contracts with



WORK Inc. consumers employed by Facilities Management & Maintenance kept the Chinatown Gate and the rest of the Rose Fitzgerald Kennedy Greenway plowed during recent snowstorms. (Photo shared by WORK Inc.)

the federal government, had about 124 employees reporting for work at custodial jobs in downtown Boston despite the snow and inclement weather. The individuals employed through Ability One

contracts include those with developmental disabilities, veterans and others.

“On the fiscal side, this is a triple win,” said WORK

ESSENTIAL, see page 7

Prepare to let voices be heard at rally

The Fourth Annual Caring Force Rally and Lobby Day has outgrown the Great Hall.

After overflow crowds of more than 600 human services workers, consumers, clients and other supporters spilled out of the Great Hall in recent years, the rally will be held at the Great Hall with a live closed-circuit feed shown at the Grand Staircase on Tuesday, April 7 to help with overflow.

As in past years, the day provides an opportunity for attendees to hear from their colleagues and peers and to take their concerns straight to the legislators who allocate the funds for programs, provide support the Salary Reserve and vote on the four bills that comprise the Providers' Council's Pro-Workforce Legislative Agenda.

The rally, during which representatives of every aspect of human services address the crowd – direct-care workers, board members, consumers and family members – will start at 10 a.m. The annual Caring Bear Award will also be presented to a legislator who has been a champion for the sector.

“The rally really gets the State House buzzing,” said Council President and CEO Michael Weekes. “The people who attend appreciate the chance to meet their representatives and senators, who may have just been a name on a ballot before. It also allows them to remind the legislators that our sector votes, and these workers and clients are

RALLY, see page 7

Many services protected in Gov's budget fix

While Governor Charlie Baker signed legislation in mid-February to enact 9C cuts and close a \$768 million budget gap, the House and Senate made some changes to the final version of the bill that removed authority the Governor sought with regard to MassHealth programs.

The House and Senate, which both passed the bill over a two-day period last month, removed language from the legislation that would have allowed Gov. Baker the authority to make major changes to MassHealth, including increasing eligibility requirements for personal care attendant (PCA) and adult family/foster care (AFC) programs.

More than 40 provider organizations and stakeholders from across the state sent a letter to Governor Baker, letting him know they could not support his request to transfer authority for changes to the executive branch.

“We understand the importance of managing the MassHealth programs,

CUTS, see page 7

Looking back on early days ...



Gov. Michael Dukakis presents an award for service to Sandy Matava at the State House as then-EOHS Secretary Phil Johnston, left, and an unidentified gentleman look on. Dukakis' first term coincided with the formation of the Council 40 years ago. Matava now leads the Council and Suffolk's year-long certificate program.

Council members successfully advocate for charitable giving incentives bill

The Providers' Council and its members last month advocated in support of the America Gives More Act, which the U.S. House of Representatives passed in mid-February. It is unclear when the Senate may take up the bill, which would reinstate and permanently extend three expired charitable giving incentives – food inventories, conservation easements and the IRA rollover – as well

as streamline the foundation excise tax.

Working in conjunction with national partner the National Council of Nonprofits, the Council urged members to contact their U.S. Representatives and ask them to support the America Gives More Act and charitable nonprofits, which rely on donations and foundation grants to support operations and programming.

GIVING, see page 6

Save the date!

40
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PROVIDERS' NEWS AND NOTES

Bonds will allow Old Colony YMCA to expand

The state's economic development financing agency recently announced that Council member **Old Colony YMCA** has received funding to build a new Plymouth YMCA, something that has been in the planning stages for 35 years. According to the announcement from MassDevelopment, the 24,800-square-foot Plymouth facility is expected to open later this year at 237 Wareham Road.

It is being build by A.D. Makepeace Company in a partnership with Old Colony.

State House News Service also reported that Old Colony "is also using proceeds from \$12.5 million in MassDevelopment bonds to expand YMCA facilities in East Bridgewater and Stoughton, and renovate its facility in Easton."

The planned expansion in Stoughton would add more than 23,000 square feet and 150 parking spaces. Based in Brockton, Old Colony YMCA serves 31 communities in southeastern Massachusetts.

Morton chosen to head Greater Boston YMCA

YMCA of Greater Boston recently announced that James Morton will succeed Kevin Washington as president and CEO, effective April 6.



James Morton
YMCA of
Greater Boston

Morton has been president/CEO of the YMCA of Greater Hartford since 2010, and before that led the YMCA in Springfield.

Washington had led the YMCA of Greater Boston since 2010. During that time membership doubled to 40,000.

Washington was chosen to lead the YMCA national organization in Chicago.

Robbin tapped to lead Jane Doe Inc.

Debra J. Robbin has been appointed executive director of **Jane Doe Inc.**, the Massachusetts Coalition against Sexual Assault and Domestic Violence. Robbin has been with JDI since 2002, most recently serving as interim executive director since October 2014.



Debra Robbin
Jane Doe Inc.

She has played a central role in the policy, prevention and services initiatives of JDI. Under her leadership, the coalition has expanded its efforts to mobilize men and boys, to address the needs of underserved communities and to strengthen both core services and prevention efforts. Through her involvement with the Governor's Council to Address Sexual and Domestic Violence, her role as co-Chair of the Massachusetts State Prevention Team and Teen Sexual and Dating Violence Prevention Task Force, she has helped shape the policies and priorities of the state's systems and services in supporting survivors, holding offenders accountable and preventing violence and abuse.

Full Circle ARTS Social Enterprise Tour March 26

The Providers' Council and Social Enterprise Alliance Massachusetts Chapter next Social Enterprise Tour will take place at the new location of **Justice Resource Institute's** Full Circle ARTS studio retail store on Thursday, March 26, in Westborough. The free event is an opportunity to get a closer look at a successful social enterprise and learn more about starting or growing a business to help support your nonprofit.

Full Circle ARTS opened in Natick in 2012 with the assistance of a team of Boston University School of Manage-

Dimock recognizes 'champions'



The **Dimock Center** held its *Second Annual Breakfast of Champions* on Feb. 6 at the Boston health center, during which city and state leaders discussed the growing opiate overdose crisis. Among the attendees were, front row, from left, Robert Rivers of Eastern Bank; Attorney General Maura Healey, Dimock President and CEO Dr. Myechia Minter-Jordan; Judge Kathleen Coffey; and Dimock Board Chair Flash Wiley; back row, state Rep. Jeffrey Sanchez and Congresswoman Katherine Clark.

ment graduate students providing business development consultation through the Providers' Council's *What a Great Idea!* contest. The second studio and retail outlet in Westborough, the site of the tour, opened in December. Both locations feature eco-friendly artwork and other creative products made and sold by emerging artists.

The Social Enterprise Tour will take place from 3 p.m. to 4 p.m. at Full Circle ARTS, 276 Turnpike Road, Westborough. The event is free, but registration is required online at www.providers.org. For more information about the tour, contact Ella Froggatt at 617.428.3637 x126.

Council taps Woodbury to lead education programs

The **Providers' Council** is pleased to announce Liz Woodbury as the new Manager of Education & Partnerships. Woodbury joins the Council from Art Resource Collaborative for Kids (ARCK) in Boston where she served as education director.

She has also worked in the arts education field in New York City, where she coordinated after-school enrichment programs focused on empowering children to express themselves through a variety of artistic avenues.



Liz Woodbury
Providers' Council

Woodbury will be managing the Providers' Council's Academy for Learning & Exchange (ALEX) programs, including trainings, certificate programs, Providers' eAcademy; its Innovation and Social Enterprise initiatives and Providers' Benchmarking. She has a Master of Education degree from Harvard University.

Woodbury can be reached by phone at 617.428.3637 x125 or by email at lwoodbury@providers.org.

Scholarship available for W. Mass. high schoolers

High school seniors in Berkshire County pursuing undergraduate education in the field of human services are eligible to apply for Berkshire County Arc's 2015 scholarship awards. Students pursuing degree programs including psychology, social work, special education, rehabilitation counseling and related courses of study will also be given consideration.

Applications are available through area high school guidance offices or by

contacting the Berkshire County Arc office at 413-499-4241, ext. 244. The application deadline is Friday, March 20.

The selection of award winners will be based upon prior involvement in volunteer or paid activities with individuals with disabilities, the potential to contribute to the field of human services and academic achievement. An independent panel of community members will select the winners and determine the amount of each award up to the scholarship maximum of \$1,200. The awards are made possible through fundraising efforts including Berkshire County Arc's Annual Golf Classic.

New drug czar Boticelli has ties to Mass. DPH

Michael Botticelli, who was director of the Mass. Department of Public Health's bureau of substance abuse services for nine years, was unanimously confirmed by the U.S. Senate on Feb. 9 as the director of the White House Office of National Drug Control Policy, 92-0. Boticelli has been acting director since March 2014 and was previously deputy director of national drug control policy since November 2012.

Boticelli, who is the first person in long-term recovery (26 years) to serve as the nation's drug czar, said he will focus on a "science-based drug policy" to reduce drug use, *State House News Service* reported.



Nancy Bazanchuk, Ronn and Donna Johnson and CHD President and CEO Jim Goodwin pose for a picture after the Johnsons presented Bazanchuk with the Brianna Fund Community Angel Award.

Bazanchuk honored as 'Community Angel'

The Brianna Fund, based in Western Mass., recently honored Nancy Bazanchuk of the Center for Human Development with a 2015 Community Service Angel Award for her extraordinary commitment to positively impacting and/or improving the quality of life for children with physical disabilities. Bazanchuk, the program director for CHD's Disability Resources, works to empower people with disabilities by enhancing the self-confidence, interactive skills and physical abilities of her program participants.

The Brianna Fund mission is to provide necessary solutions to pressing mobility issues. With the goal of helping children with physical disabilities and enhancing their capacity for living a full and productive life, the fund selects "Angels" every year and has provided life-changing grants to 47 families in the Springfield community. This year's Angel is Dominic Mondon-Poirier, a long-time participant of CHD's Disability Resources.

Have you scheduled a golf tournament?

Want additional copies of *The Provider*?

Interested in writing a letter to the editor?

Have a topic that would make a good subject for *Viewpoints from Across the State*?

Let Michelle know:
617.428.3637 or
mmckenzie@providers.org

PROVIDER PROFILES

GREATER MARLBORO PROGRAMS, INC.

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About the Agency

Greater Marlboro Programs, Inc. (GMPI) was founded in 1973 by a group of parents in the Marlborough area who had made the loving, but sometimes challenging, decision to continue sharing their home with their son or daughter with a disability.

At that time, many parents with children with special needs chose to send their children away to state institutions. Home care was made more difficult by the limited availability of supports in the community. GMPI was created to provide a source of support and respite for these parents.

For more than 41 years, GMPI has been dedicated to its mission of promoting the personal growth, dignity and acceptance of people with developmental disabilities from throughout the MetroWest area.

Services are designed to empower individuals and their families and to foster inclusion, interdependence and self-expression, with the ultimate goal being that each person will live in their community as a productive, participating member.

From recreation and socialization programs, to residential programs and advocacy services, GMPI has an annual budget of close to \$4.2 million and serves more than 400 consumers and their families annually.

In December 2014 GMPI relocated to 65 Boston Post Road West and opened its expanded Family Support Center, which includes a brand new Sensory Room that was created with the help of a grant from the Foundation for MetroWest.

Programs focus on community inclusion

Through its Family Support Services, GMPI provides a wide array of options to families of people with disabilities that enable them to stay together and to be welcomed, contributing members in their home communities.

GMPI's newly-expanded **Family Support Center** is one of a number of centers located across the state that act as a hub for offering a broad range of general family support services and activities to families of children and adults with developmental disabilities, including those on the autism spectrum.

Primarily funded by the Massachusetts Department of Developmental Services (DDS), GMPI's center provides supports such as: information and referral; training for families and parent networking; social and recreational opportunities; in-home respite; child care (including after-school programming and vacation camps for school-age youth); specialized diagnosis, evaluation and treatment; specialized equipment and supplies; therapeutic services; transportation; home and/or vehicle modifications; and life skills training.

GMPI also provides **Individual Support Services** to people who live independently in homes in the Greater Marlborough area. The agency strives to ensure that clients' homes provide a safe and comfortable environment and that they have the resources they need to maintain their health, friendship and social activities.

Through its **Social and Recreation Program**, GMPI provides social and recreational opportunities for individuals with special needs from communities throughout MetroWest. The goals of this program are to increase friendships and to create connections between the individual and his/her community through



Families enjoy guitar music during a Kids' Club program at Greater Marlboro Programs, Inc.

recreational activities.

Transportation Services provide safe, reliable transportation for individuals with special needs to and from their places of employment and medical appointments, and to and from social and recreational activities. In an area where public transportation is limited, this service is crucial to providing clients with linkages to the community.

GMPI also provides **Residential Services**, where staff work to establish comfortable and nurturing homes for adults with special needs, allowing residents to express themselves and develop additional skills for more independent living.

GMPI's 24-hour supervised homes, apartments and condominiums are located throughout the area and are indistinguishable from a typical family home. Staff members work with individuals to promote life learning skills and to support the individual's work ethic development.

GMPI also has an active **Advocacy Group** made up of a group of consumers who, with the help of staff, engage in self-advocacy; the staff acts as facilitators to allow the group's members to explore the issues important to them.

President & CEO

GMPI's President and CEO Carol Manne came to GMPI in 2006 and has more than 30 years of management experience in the nonprofit sector.

During Manne's tenure, GMPI has grown from an agency with 63 employees and an annual budget of \$2.3 million, to an agency with 112 employees and an annual budget of close to \$4.2 million. GMPI also serves nearly twice as many consumers and their families today.

In 2008 GMPI was recognized by the DDS Middlesex West Area Office and its Citizen Advisory Board for "leadership and excellence in the provision of social and recreation services," stating that the program offered by GMPI added an important dimension to the services and supports provided in the Middlesex West Area. GMPI is the only provider of these services in the area, and as the program's geographic reach has expanded, so has the number of agencies utilizing GMPI's services for their own clientele.

Manne has also been instrumental in expanding GMPI's Board of Directors, which initially had solely been made up of parents of consumers. The board now includes a diverse group of community representatives, as well as consumers, who bring a variety of skills and backgrounds to their roles. Manne is extremely proud of the remarkable retention of a very dedicated and experienced staff and a committed group of loyal volunteers.



Carol Manne

SALUTING THE CARING FORCE

Families come first for CFCS' Gomez

Dedicated to helping families, Courtney Gomez, LCSW, returned to **Cambridge Family and Children's Service** last August to serve as supervisor for CFCS' Family Support and Stabilization (FSS) program.

Gomez started at the organization as an Intensive Foster Care Social Worker in 2010 before taking a year off to work as the Girls Empowerment Program Coordinator in Guatemala.

Since returning, she is helping grow the FSS program and oversee the new supervised family visitation (SFV) program.

"Courtney is an amazing asset to CFCS and the clients we serve," said Noreen Kearney Dolan, Director of Operations and Performance for CFCS. "She is a strong advocate for the needs of the most vulnerable client families, a hard worker and a consummate professional."

As program supervisor, Gomez organizes and manages a caseload of families and children referred by the Department of Children and Families for both FSS and SFV, including completing clinical assessments of families and children.

She carries her own caseload, while also providing oversight to the case load of her staff. She supervises a team of two full-time case managers, and three fee-for-service staff, ensuring complete and accurate data tracking and service provision for all client family members through weekly supervision.



Courtney Gomez's language skills help Cambridge Family and Children's Service reach more families.

Gomez obtained her Bachelor of Social Work with a minor in Spanish from Siena College and earned her Master of Social Work from Wheelock College in 2010.

Gomez obtained her LCSW in Massachusetts, and is currently working towards obtaining her LICSW licensing this summer.

Her clinical expertise, bilingual Spanish-English skills and strong understanding of the need to expand the organization's reach to communities lacking in English language skills, help ensure that Cambridge Family and Children's Service is well positioned to grow this program and provide the best possible services to current client families.

Building 'Deep' connections through the arts

If you walked into any **Partners for Youth with Disabilities** (PYD) event over the last 15 years, you would have noticed three constants: kids of all different abilities, smiles galore and Deep Chinappa in the center of it all.

Chinappa has been working at PYD since 2001 as the coordinator of two youth programs: Access to Theatre (ATT) and Making Healthy Connections (MHC). Over the years, he has ensured that ATT's theater arts workshops and summer camp go off without a hitch, providing musical accompaniment and mentorship to all attendees. He has facilitated all MHC youth group meetings, providing participants with empowering guest speakers, adaptive activities and even an inclusive camping trip or two.

"Deep Chinappa has a unique ability to bring together youth with diverse disabilities to work as a team, support each other and make great strides toward reaching their goals," says Susan Nicastro, PYD's deputy director. "Deep's ongoing dedication has contributed to the success of hundreds of PYD youth participants."

Humble about his work, Chinappa brings enormous empathy to all his interactions.

"As a social worker, I've learned to humbly accept and make a difference for people with disabilities with a non-judgmental approach," he said.

His personal experience as an immigrant and a person from a minority culture gives him a special sensitivity when working with families from underserved



Deep Chinappa has a talent for working with youths and helping them see what is possible.

backgrounds.

"It was on a Wednesday morning in early October that I was first introduced to Deep," said Tyler, a longtime PYD youth participant. "Though extremely apprehensive, I was talked into attending my first MHC meeting later that month. I grew much more confident and prepared thanks to these experiences; I began to believe that I could pursue any challenge that came my way."

Chinappa has extensive experience in the disability field, and has worked as a director of a residential program for individuals with severe multiple disabilities. He is also an accomplished professional musician who has recorded four albums and performed in numerous venues in both India and the U.S.

EDITORIAL



Michael Weekes
President / Publisher

Heroes among us

As we go to press, our state's residents are bracing for more of the winter weather and arctic temperatures that has devastated the city of Boston and the Commonwealth. At press time, Boston had received nearly 102 inches of snow and Worcester had received more than 108 inches, making it the second snowiest winter in both cities' history.

Our cities with population of more than 100,000 like Boston, Lowell and Worcester have had snow totals exceeding cities like Anchorage, Alaska; Minneapolis, Minn. and Provo, Utah. And that is just a handful – or should I say, *shovelful* – of the areas enduring record blizzards and storms that have virtually paralyzed our everyday way of life. It is a 2015 non-fictional representation of a *Winter of Our Discontent*.

Yet we must go on.

Governor Charlie Baker and municipal officials throughout the state have appropriately declared states of emergency on more than one occasion, prompting the closing of schools, government offices and highways. They have restricted travel and asked businesses to allow employees to work from home if possible.

The financial costs to our sector have been – and continue to be – immense. Programs that receive funding based on daily operations are taking major revenue hits while their fixed costs do not decrease. Add to that the cost for overtime and snow removal. One local agency spent more than \$27,000 just to remove the snow and ice from the program facility's roof. Red ink is flowing heavily, and we need some relief for those caring for others.

For most in Massachusetts, "first responders" refers to those with a law enforcement badge, a firefighter's boots or a stethoscope in hand – these are "essential" workers who protect, serve and care for the state's residents and employees who cannot work from home.

There are, however, a great number of dedicated individuals without a badge or medical or protective gear, who care for hundreds of thousands of our state's most vulnerable residents: They are our human services workforce. According to the University of Massachusetts and its Donahue Institute, there are more than 145,000 women and men employed in human services throughout this state – a group that those of us in the human services profession and others refer to as our "other first responders."

In a seminal report by Paul Light, the founding director of the Brookings

Institution's Center for Public Service who is now at New York University, he declared human services workers as "America's other first responders."

"These workers are a linchpin in honoring America's promise to help its most vulnerable citizens," he wrote. And in countless situations throughout these numerous storms, human service workers responded to meet the need – despite jeopardizing their own safety and comfort.

Take for example, Sorabel, a Vinfen employee providing direct services. She knew the storms would create greater hardships for clients in their behavioral health programs, and she pulled double shifts because her colleagues couldn't get to work. But she wasn't alone in her selfless acts. Many human services workers trudged to work through multiple feet of snow and ice, around stalled and cancelled subway trains and other public transportation modes that all but came to a complete halt.

There was also Jayme and Jeremy from Seven Hills who knew their co-workers may not be able to reach the home high up on what felt like a snow-covered mountain, so they planned ahead, getting sleeping bags, stocking up with extra food, shovels. They worked 48 hours straight to care for those in need, even when their own families with lesser needs could have used an extra hand, too. They pledged to the residents and the organization, "Whatever you guys need, we are here." They are indeed the unsung heroines and heroes among us that make sacrifices every day.

And from understanding our continued advocacy for fair wages you know these employees are among the lowest paid of any of our "first responders." As a society of caring, we owe each and every one of our human services workers who exceeded expectations and missed recognition, our full appreciation for abating a potentially abject tragedy for some.

This month, as has been the case in March for many years past, we pause in reflection during Social Worker Appreciation Month to recognize those employees and so many other human services workers who so often go unrecognized. Many of them working in the human services sector have a shared vision for social justice and elevating those in need.

So take a moment this month and thank all of our human services and social workers. They represent the best in this profession and should be considered among the true heroes throughout our communities.

"Whatever you guys need, we are here."



Letters to The Provider



To the publisher,

Thanks Michael – and everyone at the Providers' Council – for your excellent letter to *The Boston Globe*. We very much appreciate you taking the time and making the effort to respond to reporter Beth Healy's in-depth article on our Philadelphia Insurance claim denial and multiple losses since the closure by the Mayor of Boston of the Long Island bridge.

The Providers' Council is an important and very influential association to the Commonwealth, and a response from you sends a powerful message that does not go unnoticed. Again, thanks for this key support. It has gotten the attention of those who can make a difference, yet have been very slow to act or lend a hand.

Jonathan Scott
President & CEO, *Victory Programs, Inc.*

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Fighting the commercial sexual exploitation of boys

By Steven Procopio

Paul, a 17-year-old-male, sat in his primary care provider's office and discovered an article on the sexual exploitation of males. He read with curiosity the plight of the boys and young men as they relayed their experiences with the commercial sex industry.

As he continued reading, Paul began to recognize the similarities of his life with those of the young men featured. At his next therapy appointment, Paul began to discuss the article and the personal psychological impact it had on him. It was the first time that Paul recognized he was also one of the young men about whom he had read.

It is extremely unusual for males to have a definition of their experiences as victims of sexual exploitation. Our culture consistently identifies men as perpetrators and women as victims. Our news media, the entertainment industry and sports culture reinforce the presentation of males as aggressors and perpetrators with a need to maintain control at all costs.

When something occurs that we don't like or can't change, we are told to "man up." As a result, homophobia and sexism often surfaces when we identify males as victims and attempt to help.

We begin to turn the tide of male myths and stereotypes when we raise awareness of the risk factors and experiences males face when exploited sexually and commercially.

What we know for a fact is that prior to their exploitation, these youth have already undergone multiple traumas. These include a family history of physical, sexual, emotional abuse; neglect, domestic violence, neighborhood violence, addiction, economically challenging families/communities and mental health issues, to name a few. All of these trauma factors contribute to a young person's involvement in commercial sexual exploitation, whether they are male or female.

For males, we also want to take into account the following list of key indicators: a history of running away and/or being homeless; the experience of multiple foster care placements; low self-esteem, suicidal ideation and attempts; self-mutilation; volatile, violent and aggressive behavior; depression, anxiety, social isolation; substance abuse; fire

setting; cognitive impairment; and dissociation.

A young man's experience of being in "The Life" and the resulting trauma impact is similar to their female counterparts. They get groomed by pimps and are pimped out. They are coerced and forced into sexual acts. They are threatened and physically hurt if they refuse. They suffer from substance abuse, depression and PTSD. They see a life offering limited possibilities.

As service providers we need to remind ourselves frequently that males are victims of commercial sexual exploitation.

Unfortunately, males have not been properly identified as victims and providers have not considered sexual exploitation as a possible contributing factor to how the youth is presenting. When we see young men associating with older males, being truant from school, taking drugs, having recurring sexually transmitted infections, coming home late or not at all with no solid explanation, having unaccounted for money, goods and tattoos that look like brands; some assume that these are typical youthful offender issues. Would we do the same if this was a young woman?

In order to move through recovery, the victims and survivors with whom I've worked have said what they need most to help them is long-term stable housing, alternative educational programs such as GED and vocational opportunities, job counseling and placement, long-term behavioral health and substance abuse services as well as compassionate medical care. They also need acceptance and empathy in an appropriate adult relationship with a service provider.

It is critical for us to increase our awareness of young males who have experienced commercial sexual exploitation; to complete a more in-depth assessment of this issue with young men; and to develop specialized support programs for these victims so they may recover and move forward.

Paul is doing well now. He earned his GED and is working as a housing advocate.

Steven Procopio, ACSW, LICSW, is the BUILD Program Director at Roxbury Youthworks Inc.

Everyone needed in fight against opioid overdoses

By Liz Whynott

In Massachusetts, opioids have been associated with more than half of all poisoning deaths since 1999. From 2000 to 2012, the number of fatal opioid overdoses in Massachusetts increased by 90 percent, with 668 Massachusetts residents dying from unintentional opioid overdoses in 2012. The Boston Globe recently reported a startling surge in heroin overdoses across the state in recent months, with 114 opioid overdose deaths in December 2014 alone, nearly double the number of overdose deaths the previous month.

The rash of overdoses, particularly in the last two years, has led politicians, physicians, law enforcement, community organizations and ordinary citizens to unite to address the growing opioid threat in the Commonwealth. Governor Patrick declared an opioid emergency in Massachusetts in 2014, and this year, both Gov. Charlie Baker and Attorney General Maura Healey have designated the battle against opioid deaths as one of just two or three top priorities.

One of the most effective strategies for combatting overdose fatalities is through making the drug naloxone, also known as Narcan, easily accessible to those most likely to witness an overdose.

Narcan is an opioid antagonist and reverses an overdose by displacing opioids, such as heroin or oxycodone, from opioid receptors. It is the standard treatment used by medical personnel, has no abuse potential and its only contraindication is possible hypersensitivity, which is rare.

Tapestry Health has been involved in a statewide Overdose Education and Naloxone Distribution pilot program since 2007, overseen by the Bureau of Substance Abuse Services. Tapestry was enlisted as a pilot site because of the agency's unique access to drug users and others at highest risk for witnessing an overdose.

Since 2007, Tapestry Health has enrolled close to 4,000 individuals in this pilot program through its sites in Springfield, Holyoke, Northampton, Greenfield, Pittsfield and North Adams. The trainings Tapestry puts on are tar-

geted toward drug users, friends and family of users and anyone else at an increased risk for witnessing an overdose. These include trainings to people within Western Mass. detoxes, methadone clinics and halfway houses. Our work in Hampden County prisons has been especially critical. Relapse upon release is not uncommon. In the first two weeks after leaving incarceration, risk of overdose is up to 129 times that of a similar demographic group. Now, any inmate who attends a Narcan training before release receives a Narcan kit.

To date almost 400 people have come back to Tapestry Health to report using this drug to reverse an overdose. Of these people, 398 were either heroin users themselves or were a friend or family member of a person who overdosed. Other agencies across the state likewise report high levels of success with this program.

Over half of the people Tapestry Health has trained to use Narcan have witnessed at least one overdose. A mother of a heroin user recently came to us and reported using the Narcan we had given her on her son. She found him unconscious in his bedroom, but because of the Narcan training was able to save his life by administering the drug while waiting for the EMTs to arrive. Her son survived and is now in substance abuse treatment.

Preventing access to opioids, increasing greatly needed substance abuse treatment programs and equipping first responders with Narcan have been central in efforts across the state.

The majority of overdose work that Tapestry Health does, however, has not resulted in a significant increase in funding. The demand for Narcan trainings has risen dramatically and it has been increasingly difficult to respond to community needs. It is vital to include expansion of community-based Narcan programs like Tapestry's as part of the overall strategy to fully address the crisis and to end senseless and unnecessary overdose fatalities.

Liz Whynott is the program director for Tapestry Health's needle exchange programs.

To measure 40 years of progress, just look at where we started

By Joe Leavey

The Providers' Council is celebrating its 40th anniversary in April. To fully grasp the tremendous progress that has been made in human services over the last four decades due to the Council's efforts, it is important to know the state of the state prior to the founding of the organization, particularly in the area of youth corrections.

In 1969, Gov. Frank Sargent established a new agency – the Department of Youth Services – after a series of incidents of cruelty to youth and the low level of quality care being provided to kids in the custody of the state. About 3,000 kids were attending reform schools where there was no certified education and very little clinical treatment, even though evidence showed that juvenile incarceration was a path to adult incarceration. The citizenry and the Legislature demanded change.

The first DYS commissioner, Jerry Miller, was shocked at the terrible condition of the department and moved to bring on much needed reforms. I joined DYS in 1969 as an Assistant Commissioner of Aftercare. My background was working for what is now the Department of Children and Families and overseeing all privately-run group facilities.

Miller started the movement within DYS of moving from institutional, state-run programs to privately-run, community-based facilities, and it was due to his conviction and impatience that change had to come fast that the need for programs in the community accelerated at a dizzying pace.

Gerry Wright led one of the first agencies to establish a community-based group facility. Other agencies of note during this time of transition were the Key Program

with the Wolfe brothers; RFK Children's Action Corps, headed by Phil Johnston; and YOU Inc., headed by Maureen Boisvert. Mainstream agencies like Boston Children's Services and The Home for Little Wanderers also came to the fore and stood up for youth who traditionally had been relegated to a failed system.

In the western part of the state, Father Paul Engels set up Downey Side and hired Bob Fazzi and his wife as house parents in one home, and Mike Ashe and his wife in another. Bob went on to establish the Center for Human Development (CHD) and Mike went on to be sheriff of Hamden County. The University of Massachusetts became an incubator for innovative programs for DYS youth.

There were heroes galore, and during those years when I was first deputy commissioner and then commissioner, we started more than 100 programs, some of which are the leaders in the youth correctional, child welfare and mental health services today.

Though many kids were getting better care, the Department of Youth Services had a hundred years of institutional experience but was not set up for the conversion to privately-run community-based systems.

The Office for Children headed by David Liederman and then Joyce Strom was stretched to set up standards and licensing procedures. The resources of DYS were in the institutions, but the kids were in the community, so the transfers of funding and personnel all had to be converted to this new system. This was a difficult transition and it was being done while the department was still in the midst of the backlash from those people who opposed the idea of deinstitutionalization.

Though the closing of the juvenile correctional institutions was criticized for a lack of planning, it did be-

come a catalyst for change. The larger agency, the Department of Mental Health, servicing the developmentally delayed and the mentally ill, soon became the next agency to start the movement towards community-based living for its clients.

As this was happening, it became clear to the providers and the state officials that in order to ensure the success of this movement, there had to be a united voice to assist the transition and shape an improved community-based system. John Isaacson from the Executive Office of Human Services and many other state officials supported the idea. To his credit, Gerry Wright took the lead in organizing the private sector through the founding of the Providers' Council.

What has followed is 40 years of a partnership between the state agencies and the private sector, represented by the Council. The Council became the voice for negotiating the basics, like the timely payment system, and it has continually been the greatest advocate for funding and respect for human service workers.

It was a sometimes turbulent time as the state that moved towards deinstitutionalization and a dynamic private sector rose to the challenge to provide better services for the disabled, mentally ill, children and families and many others. And sometimes it didn't feel like a true partnership, but if we review the progress in human services over the past 40 years and see the improvement in community-based care for these individuals, we should all be proud of what has been accomplished and be confident that the Council is well prepared for the battles ahead.

Joe Leavey is the president and CEO of Communities For People.

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A VIEW FROM THE HILL

*A commentary from a
legislator on human services*



A winter thank you, and a look toward the next 'season'

By Karen Spilka

This year's historic winter storms have posed significant challenges for individuals, families and communities across the Commonwealth. Many of us have struggled to cope with transportation delays, home maintenance concerns, snow day boredom and general winter fatigue.

The state's vulnerable populations have been particularly impacted by these blizzards. People with developmental or physical disabilities, people with mental illness or other health needs, elderly residents and the homeless all depend on outside services and assistance, even when the weather threatens daily routines.

Dedicated home care workers and human service providers have stepped up to the challenge. These people work tirelessly every day to care for the Commonwealth's most vulnerable residents. They are a lifeline for many of our neighbors, friends and family members. In the past month of back-to-back storms, they remained committed to the people who rely on their care. These workers battled Mother Nature to help their clients with their daily needs and handled emergencies calmly and effectively. They drove in white-out conditions to get to their clients' homes, brought needed medical supplies and food, and provided health services, companionship and therapy.

One in ten Massachusetts residents depends on care or services provided by human service workers. Through direct care and advocacy efforts, Providers' Council member organizations are working to make sure that everyone has access to the resources and opportunities they need to thrive in their communities. These services are even more critical in times of emergency like the past month of near-constant snow.

I understand the importance of this work and advocacy on a deeply personal level. I have a professional background in social work and I am the legal guardian to my sister, who relies on programs and services from Providers' Council organizations. Thank you to these tireless, caring, heroic workers for your efforts on a daily basis on behalf of those struggling to overcome a variety of challenges. Thank you especially for stepping up during our many snow emergencies to help our most needy residents.

As we dig out from this brutal winter and the temperatures begin to thaw, we're also entering a new season at the State House – budget season. The process of writing the state government's budget for Fiscal Year 2016, which begins on July 1st, is picking up steam. In my new role as

Chair of the Senate Committee on Ways and Means, I am responsible for developing the Senate's budget plan for the Commonwealth.

This is a responsibility that I do not take lightly. The complex process of creating a spending plan for the state is a fundamental task of the Legislature. Through our budget choices, we fund the basic services that keep our cities and towns running, and we invest in the innovative programs that reflect our values as a society. I look forward to thoughtful discussion of priorities and spending needs over the next few months as we craft a budget that is both fiscally responsible and compassionate. As always, I am committed to preserving and enhancing the vital programs and services that serve children, families and vulnerable populations across the Commonwealth.

One of my main goals as a legislator is to help people be as self-sufficient, productive and successful as possible. Throughout the budget development process – and the new legislative session, I will work with my colleagues to find creative, productive ways to advance underserved and vulnerable populations and equip human services providers with the tools and skills they need to do their jobs. Without well-paid, well-trained workers in the human services fields, these critical programs would not exist.

I have filed a bill this session to promote higher education among employees of human services provider organizations, helping workers develop necessary job skills. Other legislation would help human service workers pay back student loans, expand educational professional development opportunities and enhance benefits and health insurance options.

Helping people to thrive in their communities is a critical issue of fairness and opportunity.

Thank you again to all direct care workers and human services organizations for your important work, in all weather. Let's keep working together to improve the lives of children, families and individuals across the Commonwealth.

I welcome your priorities, questions, comments and concerns every step of the way. Please make your voice heard!

Karen Spilka, D-Ashland, chairs the Senate Committee on Ways and Means.



GIVING: Members successfully advocate with U.S. House for charity

Continued from Page 1

The bill won overwhelming support in the House, passing by a vote of 279 to 139.

Other federal legislation that would affect nonprofits in the Commonwealth and across the country includes tax provisions currently being crafted by the Senate Finance Committee. One provision would require the Internal Revenue Service to notify exempt organizations before revoking their exempt status for failing to file information returns as required under the Pension Protection Act of 2006. This bill also would allow the IRS to retroactively reinstate tax-exempt status to nonprofits that did not receive notice of the need to file in time.

Questions about federal or state legislation can be directed to Bill Yelenak via email at bill@providers.org or by phone at 617.428.3637 x122.

RALLY: How to get your voice heard

Continued from Page 1

the faces behind human services line items in the budget.”

The Caring Force and the Council provide attendees talking points, but the people who relate their personal stories to their legislators are the most effective advocates. Some keys to making an impact include:

- Make an appointment in advance. Call your legislators’ offices, say you’ll be there on April 7 and would like to speak with them. Give your name AND address, to underscore that you live in their voting district.

- Be brief and to the point. It’s OK to write down the key items you want to talk about.

- Thank them for last year’s \$8 million Salary Reserve and funding for Chapter 257 or specific programs, and note who these items affected (i.e. programs that remained intact; how your family was helped by the modest salary increase).

- Be specific about what you are advocating for this year. The rally falls in the middle of the House budget season.

- Invite your legislators to visit your programs. Nothing is as impactful as seeing the difference you make in the lives of clients/consumers and their families in the legislators’ home districts.

Registration is now open for the 2015 Caring Force Rally online at www.thecaringforce.org. For more information about the event, contact The Caring Force Project Manager Sam Geller at sam@providers.org.

ESSENTIAL: Workers with disabilities show mettle

Continued from Page 1

Inc. President and CEO Jim Cassetta. “Businesses score by using placement services that provide diversified, qualified and trained workers at no cost to them. Individuals with disabilities get a chance to participate more fully in society, enjoy the financial benefits of a paycheck, and contribute to the economy.”

“And finally, society as a whole wins. Since most of the individuals we serve receive some sort of government assistance, when working they reduce their dependence on government support and join the ranks of taxpayers,” he added.

As of January, the Bureau of Labor Statistics reports that the national unemployment rate of workers with disabilities is double that of workers without disabilities – 11.9 percent to 5.9 percent – despite a strong desire for employment. Fewer than 20 percent of

people with disabilities are employed, compared to nearly 70 percent of individuals without disabilities.

A number of Providers’ Council members across the state offer job training and employment programs for clients and consumers, and the Council regularly advocates for continued funding through Competitive Integrated Employment Services and other job training programs. Additionally, many organizations’ social enterprises provide employment and training opportunities for consumers while also creating alternative revenue streams for the agencies. The Council’s 2015-16 Pro-Workforce Legislative Agenda includes a bill that would make it easier for human service social enterprises to secure state contracts.

Cassetta and O’Shea had great praise for the determination of the individuals in their programs to do their jobs.

“So many of our workers will try and

get to work in conditions that most of us would give up and stay home over,” O’Shea said. “Some mornings they are calling me starting at 5:30 to see if their worksites are going to be open. They are dedicated to their jobs and spend hours getting out to their sites. That sense of ownership over their jobs is inspiring.”

O’Shea noted that one man, who travels more than 30 miles from Weymouth to the Army base in Natick, has not missed a day of work or been late throughout the storms. Another worker, who is in his 60s, has been arriving early or staying late to cover for people who haven’t been able to get to work at the Barnes Building downtown.

“We have some of the most dedicated workers out there,” Cassetta agreed. “They show up and perform many times above and beyond the call of duty.”

CUTS: Many programs spared in supplemental budget

Continued from Page 1

but section 7 of HB49 gives the Executive Branch open-ended power to change health and supportive services benefits to MassHealth recipients, which will have a tremendous fiscal impact, and will result in a loss of federal match dollars that are attached to many of these services...” the letter read.

The advocates claimed that the changes to MassHealth would affect a large number of groups, including children, adolescents, families, elders, individuals with disabilities, HIV patients and more.

Among the member organizations

signing onto the letter were Boston Center for Independent Living, The Arc of Massachusetts, Northeast Arc, MetroWest Center for Independent Living, Independent Living Program of the North Shore and Cape Ann, Center for Living and Working, Centro Las Americas, Community Enterprises, PRIDE Inc., Berkshire County Arc and The Association for Community Living.

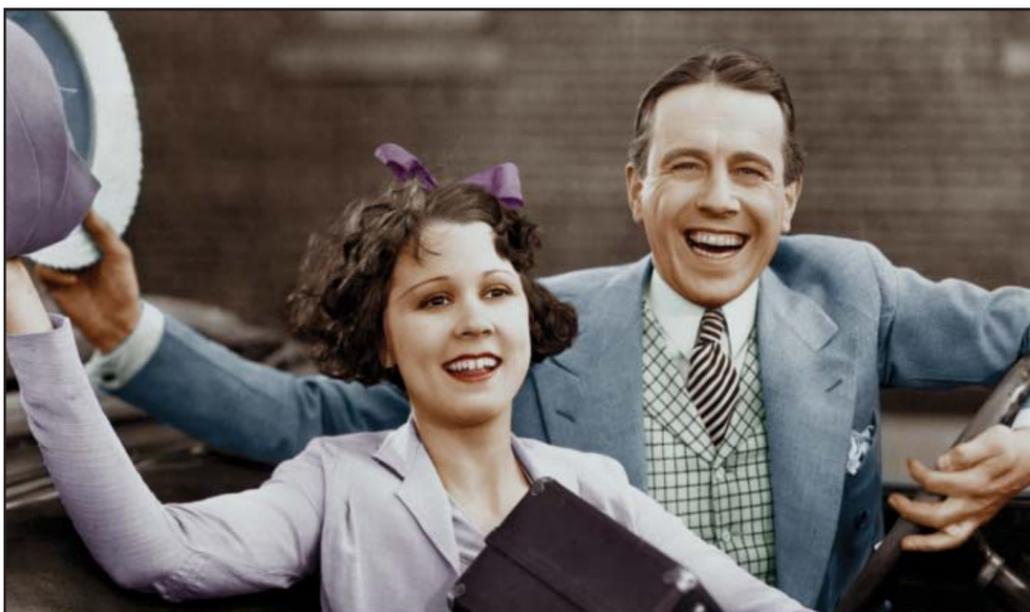
In other MassHealth news, the Administration announced that Executive Office of Health and Human Services Secretary Marylou Sudders would be the new chair of the MassHealth board. The seat had previously been held by the Secretary of Administration and Finance.



The Providers’ Council allows its members to post jobs **for free** on its jobs website, **Jobs With Heart!** Jobs are currently posted for program directors, managers, clinicians, direct care workers, interns and more!

Visit jobswithheart.org or providers.org/jobs to post a job for your organization!

Need help? Contact Ella Froggatt at adminassistant@providers.org.



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CALENDAR OF EVENTS • WINTER/SPRING 2015

What: **HR Roundtable on Staff Professional Development**
Date: Wednesday, March 11
Where: Seven Hills Foundation, 81 Hope Ave., Worcester
When: 1:30 p.m. to 3 p.m.
Cost: Free (members only)

What: **4th Annual Caring Force Rally and Lobby Day**
Date: Tuesday, April 7
Where: The State House, Beacon Hill, Boston
When: 10 a.m.
Register online at thecaringforce.org

What: **Conducting Effective Internal Investigations**
Date: Tuesday, March 24
Where: ABCD, 178 Tremont St., Boston
When: 9 a.m. to 12:30 p.m.
Presenter: Jean Haertl, Safety and Respect at Work, LLC
Cost: \$55 members, \$85 non-members

What: **Interrupting Racism: How to foster a more culturally inclusive workplace**
Date: Tuesday, April 14
Where: Advocates, Inc.,
 1881 Worcester Road, Framingham
When: 9 a.m. to 1 p.m.
Cost: \$55 members, \$85 non-members

What: **Creating Safer Spaces for LGBTQ Youth and Families**
Date: Tuesday, March 31
Where: Walker, 1968 Central Ave., Needham
When: 9 a.m. to 12:30 p.m.
Presenter: Colby Swettberg
Cost: \$55 members, \$85 non-members

What: **Annual Business Meeting and 40th Anniversary celebration**
Date: Tuesday, April 28
Where: Beechwood Hotel, 363 Plantation St., Worcester
When: 4 p.m. board meeting; 5 p.m. celebration
Register online at providers.org

Pre-registration for these events is required unless otherwise noted. Online registration is available for most events. No login or password is required. Visit www.providers.org and look on the page's left-hand side for the event you wish to attend. Questions? Call 617-428-3637 or email the Council at adminassistant@providers.org.

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