

BAY COVE

2019

Annual Report



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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 and Josh Wardrop.
Design by Mirage Design.*



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 with developmental disabilities, mental illness, substance use disorders, aging-related challenges and/or homelessness.



Bill Sprague
President and CEO



Mike Lento
Chair, Board of Directors

Dear Friends,

Since Bay Cove was founded in 1974, one of our core principles has been that there is no “one size fits all” approach to delivering services—to working with someone with a substance use disorder, psychiatric or developmental disability, or experiencing homelessness. Each person we serve is a unique individual, with their own set of skills and goals, and it is our job to help them pursue those goals.

When we talk, in our agency mission statement, about partnering with people to overcome challenges, we mean a true partnership—one where Bay Cove staff members and the person being served work together to achieve a common objective. We know that our exceptional staff will be there to offer support every step of the way, but that it’s the determination and perseverance of each individual that leads to successes, large and small.

Our person-driven services are designed, first and foremost, with the individual goals of the service recipient in mind.

In the pages of this Annual Report, you’ll get to read the stories of a number of individuals in our programs, the personal goals they have set for themselves, and the Bay Cove programs that worked tirelessly with them to achieve those goals. You’ll read about Bay Cove’s commitment to person-centered services, and how we work each day to make sure that every individual that comes through our doors is able to harness their own talents and abilities to reach their specific objectives—whether they’re working to recover from an opioid use disorder, attain greater independence, or find a safe and decent place to live, a supportive community or meaningful employment.

As you’re reading these examples of people’s everyday successes, we hope that you’ll take a moment to consider your important role in making them happen. Bay Cove’s ability to offer innovative and individualized services to thousands of people, one person at a time, is made possible by your generous support. Every time you make a donation, volunteer your service or expertise at one of our programs, attend one of our events, or spread the word about Bay Cove to someone you know, your contribution helps make it possible for us to help people lead full, rich lives.

Whether you’re a longtime Bay Cove supporter, or just learned about us recently, we are grateful to have you as a member of the Bay Cove community. And, while this report will tell you a lot about Bay Cove, the best way to fully understand the impact of your support is to see our programs in action. We invite you to contact our Development team (development@baycove.org) to schedule a visit and learn more about the remarkable people we serve and the dedicated people who serve them.

Bill Sprague

Michael A. Lento



What We Do

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 Addiction Services provide a continuum of services which offer effective treatments individually tailored to each person. Wherever an individual is in his or her battle with substance use disorder, our services are designed to support developing recovery skills and the journey to improved health and life.

Our services include:

- **Acute detoxification treatment and clinical stabilization services** through our Andrew House programs in Boston and Stoughton
- **Residential transitional support services** at our New Hope program in Weymouth
- **Recovery homes for men and women** in Somerville and Cambridge, including one for expectant and new mothers in early recovery from substance use disorder
- Our **Emergency Services Center and Shelter** in Cambridge, for adults experiencing homelessness and struggling with active addiction
- **Outpatient medication assisted treatment and counseling** for opioid use disorder through our Treatment Center in Boston

CHILD & FAMILY SERVICES

Our Child & Family Services promote the physical, mental and emotional development of children, and offer parents and family members the supports they need to help their children thrive and succeed as they reach developmental milestones.

- Our **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, providing 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.

HOMELESS & HOUSING SERVICES

Throughout all of our service areas, Bay Cove serves many people experiencing homelessness. Our Homeless Services provide vital specialized resources for unsheltered individuals throughout Metro Boston, connecting our most vulnerable neighbors with life-saving resources while helping many secure, and transition into, permanent housing.

Our services include:

- **Day and overnight shelters** that serve as key components of Metro Boston's continuum of care for adults experiencing homelessness, including a drop-in Night Center in downtown Boston and our Cambridge Warming Center; our Albany Street Shelter in Cambridge; and our specialized day shelter for older adults, the Cardinal Medeiros Center, in the South End.
- Our **FirstStep homeless outreach team** in Cambridge, which serves unsheltered individuals—fulfilling essential survival needs and building connections, while also opening a gateway to additional resources.
- **Transitional and permanent supported housing programs**, as well as specialized housing for seniors experiencing homelessness.
- Our **Tenancy Preservation Project**, designed to intervene and mediate between landlords and individuals with disabilities who are at risk of eviction, to prevent homelessness.

LONG TERM SUPPORT SERVICES

Bay Cove's Long Term Support Services (LTSS) offer a range of ongoing services to individuals with intellectual and developmental disabilities, seniors, and their families, fostering each person's independence and wellness.

Our services include:

- **Kit Clark Adult Day Health** programs for seniors, which offer individualized health, wellness, and social supports to seniors who may require nursing treatment or monitoring—supports designed to help them continue to live in their homes as they age.
- **Family Support Services**, which help keep families together by assisting them in identifying and addressing the unique challenges that come from caring for a family member with an intellectual or developmental disability in the home.
- **Individual Supports**, in which Bay Cove staff work with individuals 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 **group residences** are based in communities in and around Boston, where our staff members support many individuals with specialized medical and behavioral needs. Every home is unique, reflecting the choices, interests, and needs of housemates.
- Our array of **day services** includes a medically-intensive day habilitation program that offers health promotion, socialization, and the development of skills geared toward helping individuals achieve greater autonomy; employment training programs; supported employment; and community-based day supports that offer participants planned, coordinated and goal-oriented activities designed to develop and improve community integration and independence.

MENTAL HEALTH SERVICES

Bay Cove provides a comprehensive array of Mental Health (MH) 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, while offering crisis services and employment, treatment, housing, and rehabilitative strategies that enhance their stability, wellness and personal recovery.

Our services include:

- Our **Adult Community Clinical Services** are comprehensive, clinically focused services anchored by a multi-disciplinary team that provides coverage 24/7/365, including clinical interventions, staff support, and peer and family support.
- **PACT (Program for Assertive Community Treatment)** offers intensive coordinated services for individuals diagnosed with serious mental health conditions. Services are delivered by an integrated, multidisciplinary team, providing intensive and comprehensive community-based treatment and supports for individuals living in the community, and are responsive to the changing needs of individuals served.
- Bay Cove's **emergency psychiatric evaluations and diversionary services** are offered throughout Metro Boston, the Fall River area, and on Cape Cod and the Islands, and provide round-the-clock mental health crisis intervention to individuals of all ages in the community, in hospital emergency departments and in schools.
- Our **clubhouses**—Center Club and Transitions of Boston—are dedicated to the principles of self-help, peer support and empowerment. Clubhouses offer a safe and supportive environment in which members can work at their own pace towards rewarding employment, education, decent and affordable housing, a social life, overall well-being and full community integration.
- **Peer led recovery supports** are offered throughout Bay Cove's MH programs, and feature trained Certified Peer Specialists—individuals with lived experience—providing a wide range of direct supports to those we serve.



Peer Services

Peer services are a key and ever-growing part of Bay Cove's Mental Health Services. Peer services are delivered by people with lived experience, and who use these experiences to help others find their personal path to recovery. Peer services are completely voluntary, but available to all who are interested.

Bay Cove's peer specialists have four main areas of responsibility:

Peer specialists offer **Direct Peer Support**, working with service recipients as a kind of "sounding board." They offer mutual non-directive support, sharing their common experience, establishing connections with each person and learning about them, without offering opinions or steering the person toward any particular behavior or treatment option. The goal is to offer education through mutuality of experience, and, in so doing, help people become more empowered and better equipped to take control of their lives.

Peer specialists **Provide Ongoing Training and Education**, both to people receiving services

AND Bay Cove clinical staff. This involves informing service recipients about Bay Cove policies, helping them understand their rights and their options, and sharing knowledge to help them make informed decisions. It also can involve educating co-workers about what approaches help, and which don't, as well as sharing perspective on treatment policies through the eyes of someone with lived experience of receiving services.

Thirdly, peer specialists act as **"Change Agents,"** advocating for the individuals they support, and working on promoting positive messaging and undoing any negative messaging that has been translated to those we serve. It also involves promoting the "dignity of risk," which is the idea that people learn and grow from both the decisions they make, and the results of those decisions.

Finally, peer specialists **Lead Support Groups**, covering subjects ranging from emerging from past trauma, to opening up social opportunities, to steps toward physical wellness, and much more.

Bay Cove currently has more than 40 peer specialists on staff, contributing throughout our continuum of Mental Health Services. We're committed to increasing that number, through a new pilot program we've initiated—thanks to funding from the Sidney R. Baer Jr. Foundation—called the **REAL (Recovery, Education And Learning)** Program. This is an educational "bridge" program for people with lived experience that specifically prepares each of its participants to enroll in the highly competitive Massachusetts Certified Peer Specialist (CPS) Program. With a curriculum designed and administered here at Bay Cove, the REAL program is for a person who wants to become a CPS, but first needs to build academic and personal recovery skills in order to successfully complete the state CPS training.

The ultimate goal of peer services is to better help individuals see that a life in recovery is possible, and learn how to forge that path with the help of people who have already done it.

"My natural impulse has always been to want to help people, and working toward becoming a Peer Specialist has allowed me to do that. It's brought me hope, brought me a second chance, the ability to help people change their lives, and to change my life. To be a new Kion. Working with Bay Cove has helped me fulfill my calling, and I love being a part of it." ~Kion



Joe's Perspective

"Peer support is radically strength-based. Peer specialists have learned from our own lived experience that a meaningful recovery is driven from within, and as a result, we understand how important it is to believe in people rather than try to influence their decisions. This unwavering belief in people guides every aspect of the support we offer. And Bay Cove has really broken the mold when it comes to peer services—from involving peer specialists in staff training, to valuing our contributions and not seeing us as supplements to clinicians." ~ Joseph Spinale, Director of Recovery Services for Bay Cove Mental Health Services

KION'S STORY: Kion had a troubled adolescence, which included incidents of abuse that led to the need for mental health services at the age of 18, while he was studying psychology at Brandeis University. That began a long period of hospitalizations, urges to self-harm, and homelessness—before therapeutic services from Bay Cove helped Kion achieve a stable phase in his recovery. A chance encounter with a former Bay Cove peer specialist encouraged Kion to pursue the training needed to become a peer specialist himself. Today, Kion lives independently, is a member of Bay Cove's Recovery Learning community, and is working toward his peer specialist certification.



Kion

Early Intervention

Most babies have a very few specific wants, needs and desires—food, sleep, clean diapers—and they tend not to be shy about letting their parents know about them. But children with developmental delays need more, and Bay Cove’s Early Intervention program works each day to provide those intensive services, in close collaboration with each child’s family.

The goal of Bay Cove’s EI Services is to optimize the healthy development of infants and toddlers with (or at risk for) developmental disabilities, from birth to age three. The intention of this work is to capitalize on a child’s inborn ability to adapt to both diagnosed developmental disorders and environmental adversity, giving each child the best possible chance to catch up to their typically developing peers so that services are no longer needed when the child graduates at age three.

No two children’s needs are alike, nor are their family dynamics or living environments. This is why partnership with parents is so crucial to the success of our services. While the twice-weekly therapeutic toddler playgroups hosted at our program site are a key component of service, the bulk of the work is done in the child’s home—where EI clinicians team with family and caregivers to design and implement each child’s individual treatment plan. Parents are actively involved in all phases of service planning and service delivery for their child, even as they themselves learn how to create an environment conducive to healthy development, how to navigate health care and special education services, and how to remain resilient and hopeful as they raise a child with a disability.

The type and frequency of services provided are determined by the needs of each particular

child and family, but usually include some combination of the following:

- In-home developmental play stimulation
- Toddler developmental playgroups
- Speech therapy, occupational therapy, and physical therapy
- Parent education and support groups

When families are faced with decisions regarding their child’s treatment, our staff are with the family every step of the way. EI clinicians help the family weigh options, and act as important advocates for the families. But the EI staff also teach parents the tools they need to become advocates themselves—bolstering each family’s confidence that they will be prepared to be their children’s best advocates and direct whatever other services their children might need after they graduate from our programs.

“My experience with Bay Cove has always been extremely positive. Kelly has given us great tools to work with, the boys love her, and she’s taken them so far forward with their speech. Solomon speaks very well, and Sebastian has come from speaking zero words at 18 months old, to naming the animals in his favorite books. They’ve made remarkable improvement.” ~Rakeea



Kelly’s Perspective

“There’s a lot to love about my job, but what’s so rewarding is that we offer child and family-directed therapy. The child is leading us, and we’re following them. Every child is like a safe, and we’re trying to crack the combination—no two are alike. Our pathway to the goal of unlocking speech is completely informed by them. A huge help is that Bay Cove provides in-home treatment—that allows us to join their environment instead of taking them into ours. We work to meet them where they are, and they lead us from there.”
~ **Kelly McClintock, SLP**, Speech-Language Pathologist for Bay Cove Early Intervention



Rakeea

RAKEEA'S STORY: Rakeea's twin boys, Solomon and Sebastian, originally entered Bay Cove's Early Intervention program when they were just two months old. Having been born seven weeks premature, the twins experienced developmental delays in their major motor milestones during their first year, but by the time they graduated EI, they were catching up to their peers. They returned to EI at age 2 due to speech delay, and began work with Kelly, a speech-language pathologist. Now approaching their third birthdays, Solomon has graduated and Sebastian remains at EI, having made tremendous progress—learning to overcome his speech delays to initiate play with other children, and becoming more outgoing and social. Today, both boys are gregarious, loving, active and preparing to enter preschool, and Rakeea credits the therapy received at EI with having made a real difference in the family's lives.

Residential Services

Bay Cove's first group residences were established in 1976, during an era when state institutions for individuals with psychiatric and developmental disabilities were, thankfully, being phased out in favor of residential settings within—rather than isolated from—neighborhoods and communities. Since that day, we've established a range of homes that reflect the individual needs and desires of the men and women who live within them.

Our uniquely designed **Group Living Environments (GLEs)** include options ranging from houses for individuals with both developmental disabilities and intensive medical needs who require 24-hour-a-day nursing support, to homes for individuals with the dual diagnoses of mental illness and substance use disorder. We operate specialized residences catering to younger adults, Spanish-speaking men and women, and Vietnamese men; houses for pregnant women and new mothers

in recovery from addiction; and congregate housing sites and transitional housing for formerly homeless seniors. These houses are staffed by professional caregivers and clinicians, who work in concert with the residents to address each individual's needs.

At Bay Cove, our approach to residential support is to promote a culture of shared decision-making between residents and staff. This past year, we formalized this approach through the **Environment Matters** initiative in our Mental Health Services houses, run under the Adult Community Clinical Services (ACCS) program. The initiative creates a partnership between people who receive services and the people who provide services, where residents are involved in the process of determining how homes are run, and are, in exchange, asked to partner with staff to help run the house. By giving residents the most control possible over their home environment, people living in

the house are both better equipped to help staff run the house and better equipped to learn the needed skills to move on and live more independently.

Residents in our ACCS houses participate in determining how rules are created for the house; how food is chosen and stored in the house and how meals are prepared; how the house is decorated and maintained; how privacy is respected for people who live in the house; and how safety is maintained for people who live or work in the house.

Collaborative decision-making on all of these integral elements to residential life are key to the Bay Cove mission of partnering with people to overcome challenges, while providing individualized services to help each person reach their goals.

“I really like living at Stanley Street—the house is quiet and peaceful, I’m friends with everyone here, and the staff is very kind. However, independence is very important to me, and when I decided I wanted to try and get my own apartment, they’ve just been really supportive—helping me with applications and really boosting my confidence. They’re always here for me to talk to.” ~Luangel



Sasha's Perspective

“I believe our Group Living Environments are extraordinary, with each one as unique and special as the people we serve. Bay Cove residential staff place tremendous importance on assisting each person in knowing their worth and helping them see that they can play huge parts in their communities. At Stanley Street, residents and staff hold regular team-building activities and maintain ongoing dialogue about how to make the house a great place to live and work, where everyone’s voice can always be heard.”
~ **Sasha Zayas**, Program Manager at Bay Cove's Stanley Street residence



Luangel

LUANGEL'S STORY: Luangel, 26, has struggled most of his life with schizophrenia and bipolar disorder, and has lived in a series of group homes. After being displaced by a fire last year, Lu returned to his Stanley Street residence dealing with trauma, and had become frail, quiet and withdrawn. However, the last year has seen a remarkable transformation. With the support and encouragement of Stanley Street staff, Lu has found healthy ways to cope with his trauma, becoming proactive about taking medication, saving money, and playing an active role in suggesting and participating in house activities. His confidence improving daily, he's now set his sights on moving into his own apartment, with the assistance of our Housing Department. Most positive of all, at a Stanley Street BBQ this summer, Lu reconnected with his father for the first time in 12 years. He is now working for his father, developing new skills and greater independence, and making tremendous strides.

Individual Supports

The overall goal of Bay Cove's Individual Supports is to help people with intellectual and developmental disabilities live independently and be fully empowered members of their communities. However, the way each person gets there can be very different.

Individual Supports is, from the ground up, a program that embraces self-determination on the part of its participants. "Essentially, when it comes to these services," says Michelle Beery-Brooks, Director of Individual Supports, "the person we serve is driving the bus. And we're like the 'tour guides' that help them navigate their way to the destination."

We start this navigation process through a series of assessments with each person to identify strengths, goals and need areas. Some individuals may need money management supports like getting a bank account, or learning

how to budget money and write checks. Others may need assistance with taking responsibility for their own medical and psychiatric care—learning skills like how to make and keep track of medical appointments, how to interview a potential therapist, or how to understand and act upon a doctor's diagnosis or medical recommendations.

Individual Supports staff regularly help with accessing educational and employment opportunities, supporting individuals as they pursue their GED or high school diploma, participate in vocational training, attend night classes, or earn a degree in higher education. Individuals may also need assistance in engaging with community activities and pursuing hobbies—like joining a book club or community organization, or even learning how to ride a bike.

Our staff actively encourage individuals to participate in conferences, advocacy events and consumer advisory committees—which meet quarterly and feature service recipients coming together to talk to staff about what services and activities the program should be offering. The people we serve are even involved in the hiring of new Individual Supports staff, with potential hires meeting with program participants as part of the interview process.

"At Bay Cove, we pride ourselves on never taking a cookie-cutter approach to any of our services," Michelle adds, "but it's just particularly true of Individual Supports. Everything we do is based off an individual's needs. With every person we serve, it's really a question of 'What do you want to do today?'"

"Before I was here [in Individual Supports], I was just lost. Homeless, down and out... it was difficult for me to find the right fit. But, [my worker] Cheryl has been a breath of fresh air, and she's helped me come a long way. It took awhile for me to get to this place, but I'm very glad I'm finally here." ~Lamont



Michelle's Perspective

"In Individual Supports, we work with a lot of people that haven't been successful anywhere else. But our staff are wonderful at forging relationships. We DO NOT give up. Our job is to help people see what they want, and help them figure out how to get there. So many times in their lives, nobody's asked them what they want to be doing—they've only been told what to do. There's hope for everyone—some people just need a chance. That's what we give them."
~ Michelle Beery-Brooks, Director of Individual Supports

LAMONT'S STORY: When Lamont first came to Bay Cove, he was homeless and had multiple run-ins with the law. People he'd trusted had taken advantage of his giving nature, and the betrayals had left him angry, volatile and difficult to help. That changed when he was paired with his Individual Supports worker, Cheryl, who saw beneath a bombastic personality to the hidden potential within. Cheryl bonded with Lamont, and understood how to help him use his strengths to get where he wanted to be. Lamont became calmer, and grew to trust Cheryl enough to share with her his passion and skill for baking. Today, Lamont has his first-ever apartment and a much happier demeanor, has learned to budget money, has completed vocational and culinary training, and is now seeking employment in the food service industry. He still sees Cheryl three times a week for support—as well as to share his newest cookie recipe.

A portrait of a Black man with a short beard and mustache, smiling broadly. He is wearing a dark blue t-shirt. The background is a plain, light-colored wall. A large, stylized white script font spelling 'Lamont' is overlaid on the bottom half of the image, partially overlapping the man's shirt and the background. A green and yellow diagonal graphic element is visible on the left side of the page.

Lamont

60
YEARS OF

Center Club!



This year, Bay Cove's oldest program is celebrating a momentous milestone. Center Club—the oldest and largest Clubhouse in New England for people with psychiatric disabilities—turns 60 years old this year, having spent six decades dedicated to the principles of self-help, peer support and empowerment for people with mental illness.

Center Club was founded in 1959, after a small group of psychiatric patients who'd been recently released from state institutions expressed interest in forming a social club. Their psychologist, Dr. Sam Grob—in collaboration with psychiatrist G. Colkert Caner and a small group of civic leaders and experts in the field—developed the idea, under the auspices of the newly formed "Center House Foundation." When a space was found for the fledgling enterprise at the Charles Street Meeting House in Beacon Hill, the "Center Club" was born.

"It was originally conceived as a place where people who were being released from state institutions could connect with each other," says Mary Gregorio, Director of Center Club since 1981. "When the institutions closed, there were literally thousands of people who were being released out into the community without skills, without support systems. People needed a place where they could feel connected to a community, and be part of something, within the city of Boston."

The Club quickly outgrew its space on Charles Street, jumping from the original membership of 6 to more than 170 by 1960. The Club moved into the Young Men's Christian Union building in Downtown Crossing. Through the Club's earliest days, it was primarily a recreational club—hosting dances and talent nights, members playing chess, checkers and bridge, and so on. However, there was already the belief that the Club could offer much more—and by the 1970s, Club services had expanded to include vocational training for members who were well enough to join the workforce, for example, as well as skills training, assistance with pursuing educational opportunities, and in securing independent housing.

By the time Center Club moved into its third (and current) location at 31 Bowker St. in 1989, these initiatives were in full swing, and the opportunities further increased in 1996 when



Center House—which now consisted of a number of additional programs for individuals with psychiatric and developmental disabilities—merged with Bay Cove. "The merger offered us a tremendous amount of flexibility and the fiscal support we needed to continue to expand and offer new programming," says Mary. "We're still around today because of it."

Center Club was a place where individuals with mental illness could be challenged, and challenge themselves, to learn, grow and live the kind of full, well-rounded lives that they'd previously thought unattainable. The intent of



Center Club was to be a place where members decided how far they went, and what they achieved was in their own hands. "There are rights and privileges associated with being in the Club, and, in return, there are actual expectations of people, such as working at the clubhouse," Mary points out. "If you set expectations, people generally rise to them. I'm a very big believer in 'the dignity of risk'... that these folks have the right to try something and fail, just like any of us."

Club members assume an active role in the day-to-day operations of the Club, doing as much as they like, for as long as they like, with staff members working alongside them in a partnership model. Working in the Club's "units" allows members to develop new skills and positive habits, while increasing their self-confidence and self-esteem.

"The Club has put a lot of people back to work, and made a real difference in their lives," says John, a Center Club member since 2000. "Over the years, I have felt a sense of meaning and purposefulness through my association with the Club. I've seen how people have been uplifted and empowered, and made not to feel as though mental illness has somehow defined them. There's a commitment to wellness and recovery, and people are really inspired to take an active role in improving the condition of their own lives."

Of all the resources Center Club has offered through the years, one of the most crucial has been a sense of belonging and support—a sense of home for members who may not have that elsewhere in their lives. "It's a very familial type of support at the Club," John says. "That doesn't mean everyone there always gets along, but that's true of most families. The worst thing about mental illness is being in isolation, and the Club offers a relief from that for so many people."

Today, the Club is a diverse place whose membership consists of individuals from 35 different countries. As the extended family they are, Club members celebrate holidays together, have witnessed a number of weddings for people who met each other through the Club, and hosted memorial services for members and staff.

"The staff are remarkable. A lot have come and gone over the years, but the ones who stay... you can tell they have this work in their DNA somehow," John adds. "Many of us in the Club have lost family members, and been supported by the staff here. You feel cared about, when a lot of us have spent a long time feeling not cared about."

At its core, Center Club is a place where people can identify and work toward their individual goals, while feeling safe and supported by others with shared or similar experience, and where members can escape the stigma that



so often comes with having a psychiatric disability. "You can't assume that people have limited potential because they spent time in an institution, because of how they look, or how they present themselves," says Mary. "We look at what people think they need to be happy, whatever that may be, and try to help them attain that."



Special Events

Each year, Bay Cove hosts special events to raise critical funds in support of our programs and services. From a great day out on the links to a Gala evening on the town, these special events bring together members of the Bay Cove community to celebrate the work we do everyday, the people we serve, and the generous supporters who are so invaluable to the success of Bay Cove's mission.

We extend our heartfelt thanks to all who sponsored, attended, participated in and supported the following Special Events during fiscal year 2019. (July 1, 2018–June 30, 2019)



23RD ANNUAL GEORGE C. CUTLER MEMORIAL GOLF TOURNAMENT

October 1, 2018 // Myopia Hunt Club in South Hamilton
Raised \$100,000 to benefit Bay Cove's Center House programs for individuals with psychiatric and/or developmental disabilities.

Presenting Sponsor: Liberty Mutual Insurance
Platinum Sponsor: Riemer & Braunstein LLC



STRENGTHENING OUR COMMUNITY

March 28, 2019 // Cambridge offices of Pfizer Inc.

Raised \$240,000 to support our CASPAR addiction and homelessness programs.

Presenting Sponsors: Cambridge Crossing (DivcoWest), Massachusetts Institute of Technology (MIT) and Pfizer; **Sustaining Sponsor:** Novartis; **Lead Sponsor:** Alexandria Real Estate

We were proud to present the Carl F. Barron Catalyst for Change Award to **Life Science Cares** for their support of CASPAR, and for their commitment to fighting poverty and its effects in Cambridge, Boston and beyond.

“Life Science Cares’ partnership with CASPAR has been inspiring to everyone who’s been involved in it. Being named a Catalyst For Change by an organization that is dedicated every single day to changing lives for the better is a profound honor, and one we were so proud to receive.”
 ~ Sarah MacDonald, Executive Director of Life Science Cares.



TEAM BAY COVE AT THE BOSTON MARATHON®

April 15, 2019 // 26.2 miles between Hopkinton and Boston’s Back Bay

Raised \$80,000 to support Bay Cove programs and services.

Special thanks to the **John Hancock Marathon Non-Profit Program**, who, for the 12th straight year, awarded Bay Cove numbers for the world’s most famous and acclaimed marathon!

Team Bay Cove members **Jill Antenucci, Hannah Conley, C.J. Dunn, Jason Hyland, Andrea Schussler** and **Andrew Teal** trained for and ran the Boston Marathon and raised more than \$80,000 to support Bay Cove’s services and programs.

“Running the Boston Marathon was one of my proudest personal achievements. But, what gave the experience an extra level of satisfaction was having the opportunity to do it for Team Bay Cove, helping to support a wonderful agency and the vitally important work they do each day.”
 ~ Andrea Schussler, Team Bay Cove 2019 member.



THE BAY COVE HUMAN SERVICES 2019 CHANGING LIVES GALA

May 23, 2019 // Renaissance Waterfront Hotel in Boston

Raised \$300,000 in support of Bay Cove.

Empowering Potential Lead Sponsor: Liberty Mutual Insurance

Guests enjoyed a cocktail reception, live jazz and truly amazing Chinese-inspired cuisine by legendary Boston chef/restaurateur **Lydia Shire** and **Simon Restrepo**. Our amazing host and guest auctioneer **Susan Wornick** delighted the crowd, and the evening’s high point was the presentation of Bay Cove’s Changing Lives Award to **Michael and Kitty Dukakis**. All of us at Bay Cove were so proud to honor Massachusetts’ former Governor and First Lady for their decades of steadfast leadership in the fight against the stigmatization of individuals impacted by mental illness and substance use disorder.

Bay Cove Supporters

INDIVIDUAL GIVING

*Denotes membership in the Full, Rich Lives Leadership Circle, for individuals who generously donated \$1,200 or more to Bay Cove's Annual Fund.

\$10,000-\$24,999

Joseph and Susan Fallon
 *Bill and Heather Maffie
 The Estate of John M. McLain
 *James and Martha Mungovan
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Employees of Alnylam Pharmaceuticals are among the many Cambridge-area businesses that have engaged in wonderful team-building while helping neighbors experiencing homelessness, by preparing and serving dinner to our shelter guests as part of our Cookin' with CASPAR program.

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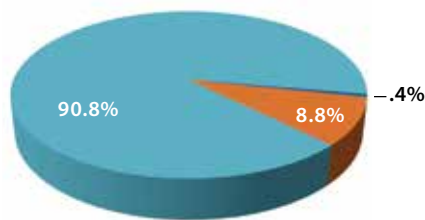
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Financial Report



FY 2019

- Program Service Expenses
- Fundraising Expenses
- Administration Expenses

CONSOLIDATED BALANCE SHEET

	Audited 6-30-19	Audited 6-30-18
Assets		
Cash and Cash Equivalents	\$ 8,046,682	\$ 4,161,371
Net Accounts Receivable, Program Services	14,540,427	13,059,493
Contributions Receivable	117,940	132,826
Prepaid Expenses	512,311	445,730
Other Accounts Receivable	190,987	101,109
Short-Term Investments	483,432	841,523
Net Land, Buildings and Equipment*	33,683,049	31,762,121
Long-Term Investments	1,724,884	1,653,954
Other Assets	6,640,820	5,816,161
Total Assets	\$ 65,940,532	\$ 57,974,288
Liabilities		
Accounts Payable	\$ 2,582,844	\$ 2,214,098
Accrued Expenses	7,215,405	5,810,246
Current Portion of Long-Term Debt	823,951	814,777
Other Current Liabilities	15,115	2,758,094
Long-Term Notes & Mortgage Payable	24,908,253	18,975,652
Other Liabilities	780,879	223,467
Total Liabilities	\$ 36,326,447	\$ 30,796,334
Net Assets	\$ 29,614,085	\$ 27,177,954
Total Liabilities and Net Assets	\$ 65,940,532	\$ 57,974,288

CONSOLIDATED INCOME STATEMENT

	Audited FY 2019	Audited FY 2018
Revenue		
Contributions, Gifts, Legacies, Bequests & Special Events	\$ 1,497,877	\$ 1,338,528
In-Kind Contributions	545,245	594,000
Government Grants	1,807,313	3,141,827
Program Service Fees	123,998,355	106,524,538
Other	1,228,224	678,045
Total Revenue	\$ 129,077,014	\$ 112,276,938
Expenses		
Employee Compensation & Related Expenses	92,621,352	79,046,383
Occupancy Expenses	12,185,440	11,008,433
Other Program / Operating Expense	13,239,555	10,831,370
Subcontract Expense	1,537,119	5,256,537
Direct Administrative Expenses	3,847,817	3,437,204
Other Expenses	1,076,937	278,085
Depreciation of Building and Equipment	2,132,663	2,172,460
Total Expenses	\$ 126,640,883	\$ 112,030,472
Operating Income	\$ 2,436,131	\$ 246,466

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.

- **Donate online:** www.baycove.org/donate.
- **Donate by mail:** 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, boots, etc.; dress clothing, appropriate for job interviews; personal care items (toiletries); 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 people 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 join Bay Cove's mission.

Sample volunteer projects include:

- Landscaping and yard clean-up at one of our 175 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.

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

JOIN A COMMITTEE, BECOME AN ADVOCATE!

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 is as a group of individuals—knowledgeable about and supportive of Bay Cove's programs and services—who help increase the agency's viability and visibility in the community-at-large.

The Board of Advocates 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 Advocacy Board** is 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.

Bay Cove also has annual event planning committees and other specialized task forces which are organized throughout the year. If you're interested in learning more about any of our committees, the Board of Advocates, or Young Professional Advocacy Board, please contact our Development Office at 617-619-5930 or e-mail development@baycove.org.

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!

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