



Ordinary Values. **Extraordinary People.**

HONESTY | COMPASSION | INCLUSION | COLLABORATION | LEARNING | ACCOUNTABILITY | LEADERSHIP



BAMSI
BRINGING PEOPLE & SERVICES TOGETHER



Letter from CEO

Over the course of this past year, our organization has experienced major growth and development. Our budget has grown by almost \$4 million as we have opened five new programs across the Commonwealth. This is such amazing development in a very short period of time. As an organization with an annual budget of \$85,000,000 and a workforce in excess of 2,000 individuals, we are beginning a new chapter in our history.

Moving forward, managing our business at BAMSI in this new era, like many businesses across our country, will be incredibly complex. Effectively assimilating emerging technologies, together with advancing leadership into all aspects of our operation, will be key components for our future success. We also must develop a more sophisticated integration of our clinical and administrative operations and come to a comprehensive understanding that these operations are interdependent on each other. This interdependence within the context of our operation will provide us with an opportunity to reach great heights. With our depth of experience, our unwavering tenacity, and our outstanding

leadership ability, we will undoubtedly meet all the complex challenges that will be presented to us in the future.

Throughout our history, we have always had a unique resilience and ability to effectively manage through uncharted waters with skill, accuracy, and precision. As we proceed into the future, we will be well equipped to operate our programs effectively and efficiently despite the many complex obstacles we will encounter.

Finally, I would like to take this opportunity to thank our dedicated staff, our committed Board of Directors, and all of our enthusiastic stakeholders for all of the time, effort, and work that you have given to our organization and to the individuals and families we serve integrating "Ordinary Values for Extraordinary People" across the Commonwealth.

Extending my best wishes,

Anthony Simonelli, President and CEO



Letter from COO

The values we hold dear are the underpinning of our success. They're the essence of who we are and they define for each employee the standards by which we operate...honesty, compassion, inclusion, collaboration, learning, accountability, and leadership. These words, powerful as they are, call on us to act. As a guiding light, they define our work, inspire our actions, and move us forward as we strive to meet the needs of those we serve. Through the caring and committed effort of our staff, these ordinary values fulfill their promise, transforming lives to achieve extraordinary outcomes. These are not ideals, these are real and meaningful principles, applied to our work each and every day, as we realize our mission to empower and enrich lives, one individual, one family at a time.

Today more than ever, our ability to find common ground, meet people where they are, honor each person's unique contribution, cultivate a genuine interest in one another, and explore individual

hopes and dreams, helps to build communities of understanding and unity. This...is our work. BAMSI has long operated from a spirit of connection and collaboration to widen the circle of support and opportunity for those in our care. By discouraging limiting thoughts and upholding these values, BAMSI has not only become a leader of what is best in our industry but also is an example of what is best in each other.

I am enormously proud of our nearly 2,000 employees, over 150 community partners and funders, and the more than 25,000 individuals and families that we serve. Together we prove each and every day, the power of our beliefs and the difference made when we come together with common purpose and vision.

With deepest appreciation,

Vanessa Tierney, COO



Letter from **Board President**

It seems impossible to believe how quickly my first year as Board President has passed. It truly has been a year with many cherished moments, and I feel deep joy to serve and be part of the BAMSI family, an organization that empowers children, youth, adults, and communities to live with dignity and grace.

This past year we have made tremendous strides in accomplishing our mission, vision, and goals through the rich values of our organization. I am inspired by the depth and the continued expansion of our areas of services. The life changing outcomes of our interventions, services, and community advocacy is utterly inspiring. As a result of the dedication of employees and our committed supporters, BAMSI's colleagues and funders recognize the organization as one of the leading service providers in the Commonwealth.

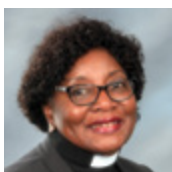
We are deeply thankful for the continued trust in BAMSI's ability to provide help and hope even as we grow. We owe much to our partners, funders, collaborators, and staff. With continued support, BAMSI will be able to fulfill its vision through a network of diverse state-of-the-art services one individual, one family, one community at a time. In the words of a famous writer, "I believe success is achieved by ordinary people with extraordinary determination."

Extending my best wishes,

Philomena Hare

Reverend Philomena Hare
President, BAMSI Board of Directors

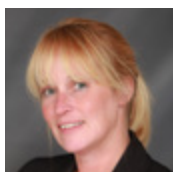
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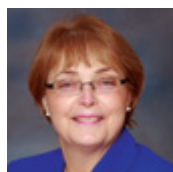
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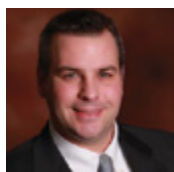
Juanda Drumgold



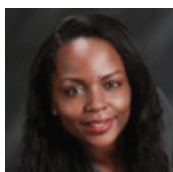
Ebony M. Glass



Maurice Hancock



Christopher Murray



Kerline Theodore



Michael Williams

A close-up photograph of a man and a young girl sitting at a table, focused on drawing. The man, on the left, is leaning over the table, looking down at the girl's work. He has dark skin and short, dark hair. The girl, on the right, is also looking down at her drawing. She has dark skin and her hair is styled in small braids with pink and white beads. She is holding a purple marker in her right hand. The background is a neutral, light-colored wall. The overall mood is one of concentration and shared activity.

honesty & **learning**



As he approached the office building anxious about taking this very first step on an already complicated journey, his intrinsic desire as dad and caretaker to his family kept him walking one foot in front of the other to a meeting that someone had recommended to him. It was a dark Saturday night, yet he needed to talk about his son—the boy with ADHD, anxiety disorders, sensory integration challenges, and depression. He needed ideas, suggestions, and support that can only be found by honest dads sharing in this same complex journey of having a child with a diagnosed mental health challenge.

He entered the warm and welcoming office tucked away in Middleboro and was struck by the caring, supportive faces who welcomed him. He listened to their stories about their concerns and worries for their sons and daughters. He heard their ideas, trial and error strategies, and frustrations about trying to be the very best parent to a child who needs more than they originally anticipated. Yet, in a very short period of time, this dad heard and saw transparency and honesty as the other fathers watched, listened, and learned from this support group of men. This Father's Group at BAMSI's Parent Information Network (PIN) program has been a "game changer" for this dad.

In times of stress or worry, there is perhaps no greater source of strength than to receive honest sharing of

one's own experiences from someone who has also walked your journey. From those in this parent's shoes, to adults in recovery from mental health challenges, or those impacted by traumatic brain injuries, and young adults supporting other young adults, honest support across BAMSI programs has resulted in a plethora of learning from one person served to another. Those who serve as peer mentors for those with mental health challenges often say that their job is to help peers accept their illness. Showing recovery is possible by sharing personal experiences and wellness stories. It's connecting and being able to earn trust while encouraging and working towards these goals. Peer mentors often say that they work hard to build up those they support by giving them praise and encouragement. As a team, learning is defined as an "unending, abstract, and invisible process that permeates everyone's life, young or old, rich or poor."

At BAMSI, learning from each other transcends the organization with rich examples from support groups to the Youth Advisory Council to peer mentors to family, all with one clear purpose—the learning and development of an individual through a process that involves honest dialogue to promote support, recovery, and change.

**IT'S CONNECTING AND BEING ABLE TO EARN TRUST WHILE
ENCOURAGING AND WORKING TOWARDS THESE GOALS.**



collaboration & **inclusion**



No one agency can “do it all”. Although BAMSI is an agency with a diverse service delivery network, we have learned that the best way of “Bringing People and Services Together” is by collaborating within and outside of our organization. One example of our commitment to collaboration is embedded with our new partnership between our Helpline and Village Pediatrics. For the past 40 years, Helpline has served the region’s most vulnerable individuals in the Brockton Area. This program has provided access and referral to numerous community resources. One case that summarizes the importance of our approach is demonstrated in the short story of a mom who visited our Helpline Resource desk at Village Pediatrics. Homeless and not having financial resources to purchase formula for her four-day-old daughter, she had the courage to approach our Helpline desk to face her problems. Following a detailed discussion of her needs, this mom was on her way to the BAMSI’s Women, Infant, and Children’s (WIC) program securing baby formula and healthy foods at no cost until her child turns five years old. The Helpline staff also secured a shelter program for this mother and her child. This is an example of how our collaborative approach to service delivery has made a significant difference in the lives of those we serve.

At BAMSI, we embrace countless opportunities to ensure that persons’ served are living the best life possible. Whether it is a young child or adolescent with a significant mental health problem who needs our support at school to ensure classroom inclusion, or an adult with developmental disabilities who needs support securing a job in the community, we know that our ability to collaborate and secure inclusion in multiple community settings creates opportunities for personal growth for those we serve. A few examples of the true definition of inclusion are demonstrated

by our work with community agencies across the Southeast Area. If you walk into the Charity Guild, a local Brockton non-profit, you will see two persons served by BAMSI’s Brockton Employment Services. These gentlemen work side by side taking in shipments of donated food, inspecting for freshness, and then putting this food in packages for distribution. Or if you visit the Bridgewater Library, you would witness another person served by Brockton Employment Services. By far, he is one of the hardest working volunteers, helping the library convert their cataloging program to an electronic management system. The act of being included in the community has played a major role for individuals we serve to be productive contributing members.

BAMSI’s Person Served Advisory Board (PSAB) has been created to guide and ensure our organization’s efforts around inclusion. This dedicated group, representing a cross section of BAMSI programs, gather together to monitor the barometer of our success to create maximum opportunities around community inclusion. The PSAB members have access to the BAMSI Expanded Executive Team as well as the Board of Directors. Their input is integral to our organization’s success as we place high value on their collective voice as recipients of our services. All of the members of this Board embrace their mission, providing valuable communication, feedback, and advocacy that support continuous quality improvement in the services that our agency provides. In addition to fulfilling this mission, the PSAB has also become active advocates, attending legislative events where they have delivered their message around the importance of community inclusion. The PSAB’s role in our organization serves as a guide transforming our work to a more inclusive and empowering model.

compassion & **leadership**





As a clinical staff meeting commenced, the program manager of the BAMSI home discussed the accomplishments as well as the trials and tribulations of each of the four individuals residing at this home. At this meeting, a residential counselor became very emotional when talking about the lack of relationships that appeared to be an obstacle in one resident's life. The discussion at this meeting focused on creating opportunities for this male resident to establish new friendships. It was clear that these opportunities would lead to an increase in self esteem and self confidence that accompanies the joy of having good friends. During this clinical meeting, the other staff members also discussed how to incorporate these individuals' artistic talents into building close relationships. The meeting was quickly infused with energy, ideas, and creativity about organizing a new art class in which this individual would be the instructor. Through compassionate care and creative brainstorming by the BAMSI staff, this art group began this past year. This dynamic approach to clinical service has created a unique opportunity for this individual to express himself by demonstrating his talents through artistic media while experiencing the joys of new friendships.

There was no greater example of compassionate leadership than at BAMSI's Spring Street house during this past year. One of our Senior Directors answered her phone at 5:30 a.m. to the sound of heartbreaking tears. The call from a residential counselor at this home shared through tears that one of our residents had unexpectedly passed away due to complications from surgery. The Senior Director quickly rushed to the program to support other staff members,

friends, and family who truly loved this individual and were devastated by her loss. In the week that ensued, residential counselors, housemates, the program manager, together with leaders from across our organization, worked to assemble a moving memorial service. This service was held at the Spring Street residence and was attended by many friends and family who were all moved to tears by this emotional tribute. We continue to reflect on her life, understanding the impact that this woman had on all of our lives and have come to a deeper appreciation of the values of kindness and compassion.

Because of the medical complexities of many of our residents at BAMSI, we experience emotional end-of-life challenges for persons served, their families, and staff. Because our service delivery system is considered to be the model for quality and compassionate care across the Commonwealth of Massachusetts for those facing serious illnesses, our organization has established close working partnerships with local hospice agencies. Together with these agencies, BAMSI's nursing staff, residential counselors, and administrative staff work together using a multi-disciplinary team-oriented approach to provide compassionate care at the end of life. The stories of those we serve who have left us weigh heavily in our hearts and minds. However, we find comfort in knowing that our leadership, compassion, and kindness greatly enhance our ability to provide quality support to impacted families. Ultimately, the joy of knowing that these lost lives have been positively impacted by our work helps us to carry them forever in our hearts.



They all walked in together to their brand new jobs on the first day of work to our new and innovative “onboarding” program. As new employees, they are strangers to each other, but soon may find themselves working as colleagues side by side, caring for one of the nearly 25,000 people that we serve. What they learn from that first day and throughout their entire career at BAMSI is the word “accountability.” This word is reinforced in numerous forums to the 2,000 employees that work for our organization. All of our staff truly understands that the individuals and families we serve rely heavily on the supports that our organization provides every day. At BAMSI, we truly embrace the concept that we are all accountable to these individuals so they can rise above their own personal life challenges to achieve their goals.

It is Monday afternoon and an “ISP or ICP Meeting” (Individual Service Plan/Individual Care Plan) is about to begin. A Service Coordinator, a key stakeholder who represents the funding agency, a person served, their family member(s), and the multi-disciplinary team from BAMSI is present. Together this team reviews the goals, objectives, accomplishments,

and new aspirations to provide a coordinated, individualized blueprint of services that will meet the presenting needs of this individual. This type of forum is one example of our commitment as an organization to collaborate with all of the stakeholders who are involved in the lives of the persons we serve. Together with our partners, it is this collaborative process that binds our commitment of accountability and secures our promise to empower and enrich the lives of persons served one individual, one family at a time.

Accountability is a critical value that guides our work at BAMSI. Our staff stands together, side by side, holding each other accountable to the highest standard, making it possible for us to achieve desired outcomes for the individuals and families we serve. WE ARE COMMITTED to our values and take extraordinary steps to provide state-of-the-art services on behalf of all those who seek our support. From critical ISP or ICP meetings, to Leadership Team meetings, to submitting a myriad of reports, or by individualizing the blueprints for service delivery, the principles and practices of ethical accountability is the foundation to our success.

accountability



Kathleen Alden, Ruth Hurley Award

The recipient of this year's award is Kathleen Alden, Residential Counselor in the Adult Services Division. Kathy has demonstrated the qualities that are characteristic of the Ruth we all knew and loved: quiet strength, compassion, and humility that never sought the spotlight.

Kathleen Alden is a Residential Counselor at BAMSI's Adult Services' Wapping Road Residence in Kingston. Kathy works with a population of persons served with complex medical needs who require significant supports. Her dedication, compassion, and caring for the individuals she serves is admired by countless co-workers. Kathy always goes above and beyond to ensure that each person served is able to live their life to the fullest. Her warm, positive attitude lifts the spirits of both persons served and those who work with her. She is highly regarded for her commitment to those in BAMSI's residential network.

Kathy works tirelessly, always putting persons served first with her "can do" attitude. It is said that Kathy possesses endless energy working in partnership with each person served so their dreams are fulfilled. Whether it's positive support working one-on-one to improve communication skills for a resident at Wapping Road or working to ensure that the collective interests of each person served are met, Kathy's efforts are no less than extraordinary.

Kathy Alden's work has been commended by the families and guardians of persons served. One family member detailed her appreciation for the Kathy's work stating, "It takes special people willing to work hard with challenging tasks. What makes this home remarkable are the caregivers, like Kathy, who have brought laughter, respect and love to the individuals at Wapping Road. Kathy brings so much energy to the job. She loves her work and her enthusiasm is contagious. It is a joy to visit and see my girl as Kathy has instilled a new-found sense of dignity and respect in my daughter."

Kathy truly personifies BAMSI's mission in action. Her compassionate care and empowerment of the persons served at Wapping Road make her an invaluable member of the Adult Services Division.

For all these reasons, Kathy Alden is the recipient of the 2016 Ruth Hurley Award.



Regina Maxime, Ruth Hurley Award

The recipient of this year's award is Regina Maxime, an Assistant Director in the Adult Services Division. Regina has demonstrated the qualities that are characteristic of the Ruth we all knew and loved: quiet strength, compassion, and humility that never sought the spotlight.

Regina Maxime is an Assistant Director in the Adult Services Division in BAMSI's residential network. Regina has been instrumental in leading, managing, and inspiring a team of residential program managers to work to the best of their abilities. Regina is passionate about her role as an Assistant Director. No matter the hour of the day or what the circumstances may be, Regina is consistently present for her managers and the individuals served. Regina's dedication and commitment fosters amazing team spirit in her cluster who find her kindness and dedication something to be admired.

As an Assistant Director, Regina works to instill confidence in each of her managers. Her leadership style incorporates BAMSI's values including honesty and compassion as she works to promote a person-centered approach across the residential homes she manages. It is said that Regina is an amazing source of support and leadership, guiding her staff in their day to day work. Regina's creativity and thinking outside of the box have taught

her entire team that they can accomplish great results for persons served.

Regina works with a quiet strength and integrity that is second to none. As Assistant Director, she manages each of her staff as unique individuals with varied strengths who can grow and develop in their particular roles. Her warm personality and her ability to listen and understand make her a valued, respected leader who works to support each member of her team.

Regina receives her greatest joy from watching the accomplishments of persons served through the successes of the team she manages. Her enthusiastic, compassionate spirit and her honest leadership style have truly benefited her team and, most importantly to Regina, the individuals served in her cluster of homes.

For all these reasons, Regina Maxime is the recipient of the 2016 Ruth Hurley Award.



Dante Maxi, Ruth Hurley Award

The recipient of this year's award is Dante Maxi, a Therapeutic Mentor on the Home Based Team in the Children, Family and Community Services Division. Dante has demonstrated the qualities that are characteristic of the Ruth we all knew and loved: quiet strength, compassion, and humility that never sought the spotlight.

Dante Maxi is a Therapeutic Mentor for BAMSI's Child, Family and Community Services Division. Dante has been a highly regarded mentor for BAMSI with unfailing dedication to his mentees. Dante's commitment to these young people often involve him in working well beyond the typical work day. Dante is highly regarded and respected by his peers and serves as a role model to both his mentees and those he works with at BAMSI's Child, Family and Community Services Division.

Webster Dictionary defines a mentor as a "trusted and respected advisor". Dante is that and more. He is well known throughout his program for his ability to relate and build quality, respectful relationships with his mentees. The population served by BAMSI's Home Based Team includes children and teens who have been diagnosed with a serious emotional disturbance. To that end, the role of mentor needs to be one of caring, support, and meeting young people where they are at and expecting only what they can give to the relationship. Dante has bridged so many divides for young people as a result of his caring, compassionate spirit.

Whether it is at a bowling alley or a basketball court, Dante works tirelessly to engage and connect with young people based upon their needs and abilities. Dante's adaptability allows him to meet the age-specific and cultural needs of his mentees without judgment. Dante's many successes with his mentees are a testimony of his sense of compassion and his work as an exemplary role model. In working with youth who are faced with so much adversity, Dante has risen to the very top of his profession in a way that won the respect of the families, supervisors and fellow staff members. His work leading the youth and succeeding in attaining their goals will inspire anyone working with families in need.

Dante is truly the personification of the term "mentor" and his bigger than life heart and smile have truly benefited countless young people in need of the care and compassion they receive from their relationship with Dante Maxi.

For all these reasons, Dante Maxi is the recipient of the 2016 Ruth Hurley Award.

Index of Services

ADULT SERVICES

Behavioral Health

Adult Day Treatment Center

A recovery-oriented therapeutic day program for adults with mental illness. The primary focus of treatment is within the group setting, assisting persons served to improve the functional skills essential to maintain independent daily living. The program is committed to: teaching living skills that help build relationships and connect to their community; educating individuals to manage the symptoms associated with mental illness; and helping individuals engage in meaningful activity.

The Clubhouse

The Clubhouse supports its members in their recovery to improve their quality of life and sense of self-worth. The Clubhouse provides support in areas that include employment, education, health and wellness, community linkages, life skills, housing, as well as social and recreational.

Community Based Flexible Supports (CBFS)

Comprehensive services provided to individuals referred by the Department of Mental Health. CBFS is designed to improve the quality of life and support the recovery process of adults with mental illness. CBFS provides person-centered services that focus on wellness and promoting good physical and mental health.

Community Outreach, Prevention, and Education (C.O.P.E.)

Provides HIV outreach, education, counseling, and testing to individuals at risk of infection and opiate overdose. Services are provided through a drop-in center as well as street outreach.

Individual and Family Counseling

People with wide-ranging mental health needs are served at the outpatient mental health clinic, Whitman Counseling Center, as well as outreach services in various locations throughout the community. By coordinating with local public and private agencies, resources are maximized for those served, promoting success in all aspects of life—family, work, and community.

Recovery Learning Communities

Dedicated to promoting the empowerment of peers and their families in a caring recovery of community, the RLC is completely peer-run relying heavily on the 10 recovery principles. The Southeast Area Recovery Learning Centers offer social groups, support groups and peer staff that value lived experience.

Developmental/Intellectual Disabilities & Autism Services

Adult Companionship

Adult Companionship is non-medical care, supervision and socialization provided to an individual who qualifies for services under the Home and Community Based Waiver. Adult companionship services are covered where the adult companion enables the participant to function with greater independence within the participant's home or community.

Day Habilitation

Services for individuals with developmental disabilities and brain injury. A variety of services ensures that each person receives needed support to achieve personal and life-fulfilling goals.

Employment & Volunteer Services

Assists individuals with developmental disabilities, acquired brain injuries and mental health challenges to secure community-based employment. BAMSI believes that all persons should have opportunities to work in the community and perform work that is valued enabling all individuals to achieve success with appropriate support.

In-Home Support

In-Home Support provides assistance to adults with developmental or intellectual disabilities as well as those with an acquired brain injury who lives in their own homes but need some support in order to do so. This program supports persons served who enjoy living independently in the community and offers assistance to maintain a stable and fulfilling environment.

Developmental Disabilities Residential Services

Residential homes that provide 24-hour staff supervision are available for individuals with developmental disabilities. The homes are designed to provide an environment that is supportive, stimulates residents, and promotes integration into the community.

Medical/Physical & Brain Injury Services

Brain Injury Community Center:

The Brain Injury Community Center (BICC) serves adults (22 years or older) with a documented Acquired Brain Injury. The BICC provides community linkages using natural supports; employment services; counseling; volunteer opportunities; life skills; education services and health and wellness programs.

Enrichment Centers

The Enrichment Centers are a one-stop community center that supports the needs of adults covered under the Acquired Brain Injury and Money Follows the Person (MFP) waivers. The Centers offer a flexible schedule in an atmosphere where people can learn, grow, cultivate friendship while enjoying themselves and becoming more independent.

Brain Injury Residential Services

Residential homes that provide 24-hour staff supervision are available for individuals with traumatic and acquired brain injuries. The homes are designed to provide an environment that is supportive, stimulates residents, and promotes integration into the community.

Employment & Volunteer Services

Assists individuals with developmental disabilities, acquired brain injuries and mental health challenges to secure community-based employment. BAMSI believes that all persons should have opportunities to work in the community and perform work that is valued enabling all individuals to achieve success with appropriate support.

Day Habilitation

Services for individuals with developmental disabilities and brain injury. A variety of services ensures that each person receives needed support to achieve personal and life-fulfilling goals.

Family Training & Support

The Money Follows the Person (MFP) waivers support adults and their family's transition from institutional settings into the community. One important element in the development of an individual's care plan is, through the MFP waiver, to provide family training and support during this complex process of transitioning home.

Individual Supports

Support for those individuals who are capable of living independently in their own home, with limited assistance from staff.

Pre-Vocational/Vocational Services

BAMSI provides support and resources necessary for people with various disabilities to secure individualized community-based employment across the Commonwealth. BAMSI staff works to support each person discovering what career fits their interests, skills, and abilities. At BAMSI, we do more than help people find a job: we help people build careers.

Public Health & Community Resources

Case Management

Serves individuals infected by HIV and their families, providing access to medical, social, and support services to help individuals better manage their health and improve their overall quality of life. With HIV no longer considered a terminal illness, Case Management provides essential supports and encouragement, so people with HIV can continue to live full and useful lives.

Service Coordination

A program provided in conjunction with the Brockton Housing Authority for senior and/or adult disabled residents. The service ensures that the medical, social, and financial needs of residents are managed in a way that promotes and sustains their independence.

Dorn Davies Senior Center

Provides daily activities and support to assist elders and their caregivers. Programs include social and recreational activities, informational workshops, and other support services.

CHILD, FAMILY AND COMMUNITY SERVICES

Behavioral Health

Brockton After School Enrichment (BASE)

A therapeutic after-school program that promotes social skills development of children ages 6-12 with complex emotional and behavioral needs. BASE services are specifically designed for students who have been unable to succeed in non-therapeutic community programs.

Community Service Agency (CSA) of the Brockton Area

A community-based program that facilitates access to, and ensures coordination of, care for youth with serious emotional disturbance (SED) and their families. The goal of the CSA is to support a family in gaining a sense of competency in parenting their child with SED, in order to benefit fully from community and home life.

Home Based Therapy

A service available to those unable to access an outpatient clinic for individual psychotherapy or for those who prefer such service in the privacy of their home. Staff meets with individuals in their own home or an identified community setting.

Family FIRST (Flexible Intensive Response Support Team)

A program to assist children and youth diagnosed with serious emotional disturbance (SED) and their families. The team, including your family, will develop a plan based upon your unique strengths, values, and preferences of you, your child, your family and your community.

Individual and Family Counseling

BAMSI's Individual and Family Counseling serves people with wide-ranging mental health needs at an outpatient mental health clinic, Whitman Counseling Center, as well as through outreach services in various locations throughout the community. By coordinating with local public and private agencies, we maximize resources for those served, promoting success in all aspects of life – family, work, and community.

Peer Mentors

Peer Mentors are individuals in recovery from mental health and/or substance use issues who strategically share their lived experience with youth to inspire hope, provide emotional support, and help youth find their voice. Peers encourage and prepare youth to become more involved in every life decision including their: educational, vocational, health and treatment decisions.

Youth Advisory Group

The Youth Advisory Group (YAG) is a young adult group, for ages 16-21. It is a safe place for young adults to voice their thoughts and opinions about their own mental health successes, challenges, and the various supports they have utilized. The program is designed to improve supports and services for young adults, inform policy, and enhance systems who serve young adults.

Educational Support & Services

Brockton After School Enrichment (BASE)

A therapeutic after-school program that promotes social skills development of children ages 6-12 with complex emotional and behavioral needs. BASE services are specifically designed for students who have been unable to succeed in non-therapeutic community programs.

Educational & School Consultation

Support for children and adolescents with emotional and behavioral needs including consistent therapeutic intervention during the school day and ongoing consultation and therapeutic intervention with parents/guardians to sustain development and assure long-term success.

Read to Succeed

Supports at-risk youth involved with the juvenile justice system. The outreach and education offered through this service are delivered at a local courthouse. The program includes a clinician and teacher who provide reading and writing tutoring and instruction, life skills to identify environmental stressors and accessing resources that promote ongoing learning.

Wraparound Coaching

Wraparound coaching assists the Community Service Agencies in providing high fidelity Wraparound services to youth and families served, all while adhering to the ten principles of Wraparound.

Family Support Services

Family Support Services

Provides a regional Family Support Center, Intensive Family Support Services, and medically complex programs to support children and adults with developmental disabilities and their families. Family Support utilizes BAMSI's strong affiliations and partnerships with state agencies, community-based organizations, faith-based and culturally based organizations, to ensure comprehensive, culturally responsive services for all.

Intensive Flexible Family Support (IFFS)

A unique program designed around the specific needs of each individual with the aim of helping those served reach their potential while retaining a strong sense of independence and self-worth. Social and vocational support is provided to help individuals reach their goals.

Parent Information Network (PIN)

A parent information, support, and advocacy program designed by parents and professionals to help families who have children with serious emotional, behavioral, and/or mental health challenges. Services are confidential and free of charge.

Parents of Transitional Aged Youth

PTAY is a program to help families guide young adults ages 14-25 with behavioral, emotional, or mental health needs through the transition to adulthood.

Public Health & Community Resources

Plymouth County Children's Advocacy Center

A program in partnership with the Plymouth County District Attorney's Office that is dedicated to minimizing trauma to children and families when concerns of abuse arise. The Center coordinates investigations and assessments with clinical and legal competence in an atmosphere that is safe and respectful of each family's culture.

Early Intervention (EI)

A public health program that provides therapeutic support to infants and toddlers who have developmental delays or are at risk for such delays. Services are available for children from birth to age 3 and are provided in the family home or other locations where the child feels comfortable.

Helpline Information and Referral

Provides information, referral, and advocacy to individuals who call seeking emergency assistance. Helpline is a free telephone community service program that provides information on access to medical, dental, and mental health care, as well as social service agencies.

Local Systems of Care

Parents, businesses, mental health providers, schools, faith based communities, transitional aged youth, medical centers, recreational programs and others, from Brockton, Holbrook, Easton, Avon, Stoughton, Bridgewater, East Bridgewater and West Bridgewater join together to be part of the Local System of Care Committee. This committee serves as an advisory council for the Community Service Agency (CSA).

Women, Infants, and Children (WIC)

A public health program that benefits low- and moderate-income families. WIC promotes the health and well-being of women, infants, children, and their families by offering assistance with nutrition, opportunities to meet and interact with other families, and referrals to other resources.

Extra Distance Awards

BAMSI presents the Extra Distance Awards periodically to individual employees and employee teams to recognize performance in collaboration with others that fosters team spirit and demonstrates best practices.

SEPTEMBER 2015		JANUARY 2016	MAY 2016
INDIVIDUAL AWARDS Ericka Andrade Adult Services Susan Dyson Adult Services Bernard Kelley Adult Services Regina Maxime Adult Services Laura-Beth Tocman Child, Family, and Community Services Mystique Watson Adult Services	TEAM AWARD Brockton After School Enrichment Wilder Belizaire Alicia Eddy Steeve Maxi Lindsay Nelson Caitlin Newell Justin Riley CBFS Expansion Andrea Avery Moise Bien-Aime Fran Bloksberg Danielle Burke Christine Crawford Christine Fallon Marianne Gillooly Debra Gross Rachel Gundersen Jeff Habib Judy Hassan Terri Henshaw Neillee Harold Zachary Lawlor Janice McCormack Jayne Wall	INDIVIDUAL AWARDS Cherie Cooper Payroll April DeMoranville Adult Services Tracy Rosen Child, Family, and Community Services Casi Whelan Child, Family, and Community Services Amanda Whited Adult Services	INDIVIDUAL AWARDS Rick Kendall Adult Services Andrews Dang-Who Adult Services Paul Devine Adult Services Patsy Perry Child, Family, and Community Services Diane Collins Human Resources
		TEAM AWARD NVMAB Instructor Team Alison Beal Kristen Borowicz William Erwin Nicole Fowler Kai Gregory Karen Harrison Kim Manion Susan Manosh George Omany Matthew Parker Jessica Petrillo Cheryl Provost	TEAM AWARD RN Team Chantal Baudouin Austin Jordan Jennifer McCarthy Christiana Odunze Adedayo Pelote

2016 Dan Shea Awards



Edwuike Monfort

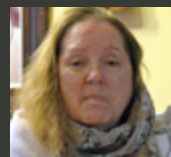
This award recognizes an individual served by BAMSI who has made significant strides in their life, overcoming adversity to achieve success and demonstrate personal characteristics like kindness,

respect, determination, and integrity. The recipient of this year's award is Edwuike Monfort.

Edwuike Monfort is a vibrant, upbeat woman whose smile lights up a room. Her story is one filled with tremendous obstacles and challenges but today, due to her perseverance, Edwuike will tell you how happy she is with her life. Edwuike is an active member of BAMSI's Adult Day Treatment Program.

Edwuike has demonstrated outstanding determination physically, emotionally, and even educationally. In the past year, Edwuike has lost over 90 pounds through diet and exercise, committed to making herself physically healthier. Her daily workout routine is admirable as she is often seen either walking at her day program or using an exercise tape at her BAMSI residential home in Avon. Edwuike also serves as a volunteer at the Salvation Army once per week. She has even recently begun working with a tutor in order to successfully secure her GED.

For her courage, determination, and strength, Edwuike Monfort is this year's recipient of the Dan Shea Award.



Kathy Whipple

This award recognizes an individual served by BAMSI who has made significant strides in their life, overcoming adversity to achieve success and demonstrate personal characteristics like kindness,

respect, determination, and integrity. The recipient of this year's award is Kathy Whipple.

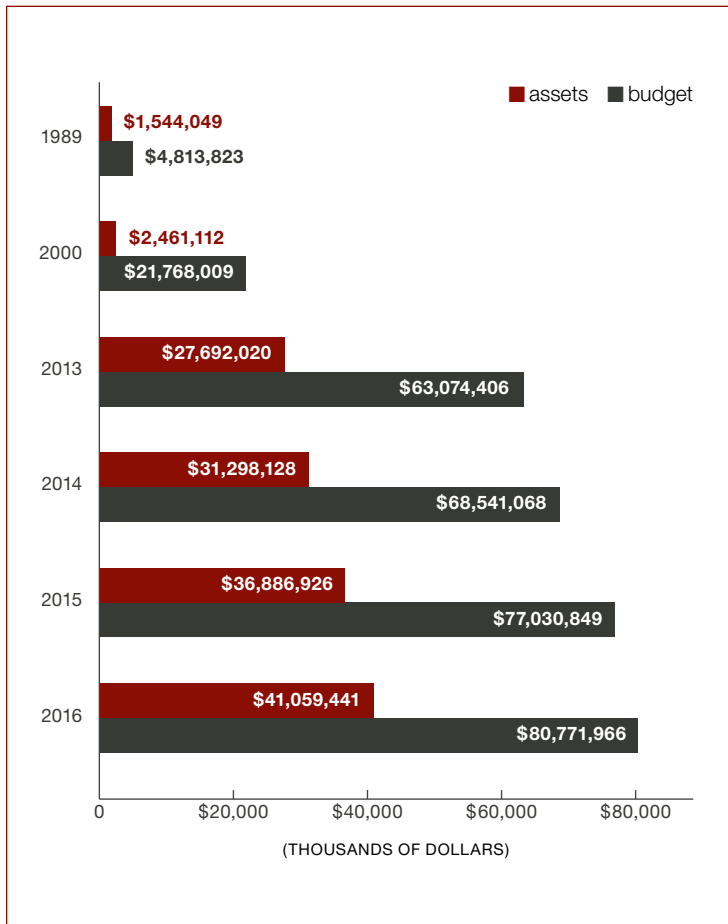
After suffering a stroke and spending time living in a nursing home, Kathy Whipple moved into BAMSI's East Taunton residence. Since then, she has been a role model to other individuals with acquired brain injuries. She serves as a mentor providing invaluable support and guidance to other brain injury survivors. Kathy's personal commitment to improve herself physically and educationally has inspired and motivated others to follow their dreams.

The commitment that Kathy demonstrates has resulted in her active participation on BAMSI's Human Rights Committee and Person Served Advisory Board. The phrase "Independent Woman" best summarizes the amazing accomplishments of Kathy Whipple. Her deep sense of humility, self-determination, and compassion for those she works with make her worthy of recognition.

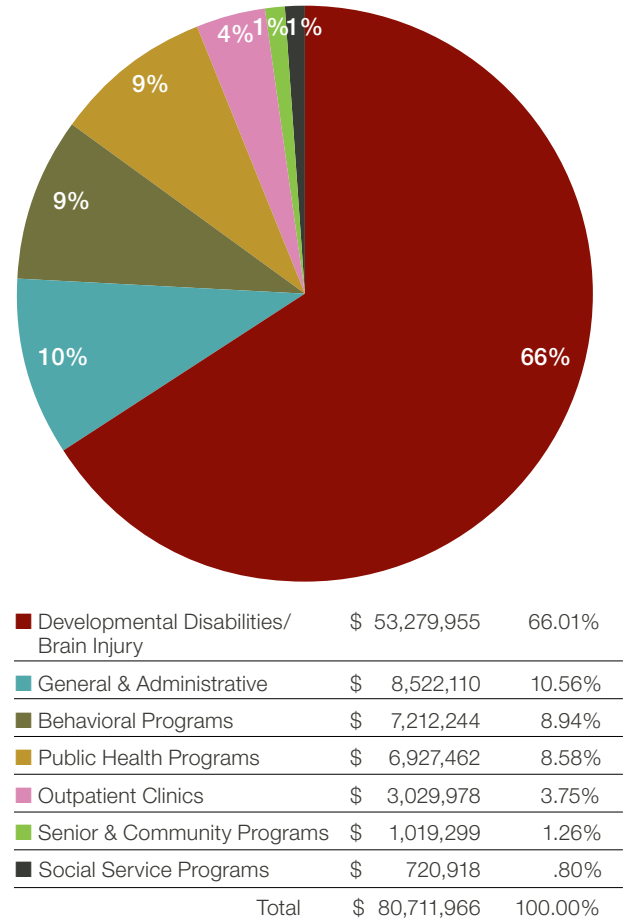
For her perseverance, caring heart, and commitment to helping those in need, Kathy Whipple is this year's recipient of the Dan Shea Award.

Budget

Growth in Assets & Budget




Proportional Program Expenses 2016



Major Funders

Adcare Educational Institute
 Apothecare
 Beacon Health
 Boston Medical Center
 Brockton Housing Authority
 Brockton Mayor's Opioid Overdose Prevention Center
 Brockton Neighborhood Health Center
 Brockton Redevelopment Center
 Capital Lease Group
 CJP Dorn Family
 The George Curtis Trust
 Commonwealth of Massachusetts;
 Department of Children & Families
 Department of Developmental Services

Department of Housing & Community Development
 Department of Public Health
 Department of Mental Health
 Executive Office of Health & Human Services
 Federal Emergency Management Agency
 Global Property Services
 Good Samaritan Medical Center/
 Steward Healthcare
 Howard Fund for Aged Men
 Jordan's Furniture
 Massachusetts Rehabilitation Commission
 Old Colony Planning Council
 Old Colony YMCA

Pilgrim Foundation
 Plymouth County District Attorney's Office
 Signature Healthcare/Brockton Hospital
 Town of East Bridgewater
 Town of West Bridgewater
 Town of Whitman
 University of Massachusetts
 United Way of Greater Plymouth County
 U.S. Department of Agriculture
 U.S. Department of Housing & Urban Development
 The Wales Home



BAMSI (Brockton Area Multi-Services, Inc.) is a statewide human services organization dedicated to “bringing people and services together.”

Incorporated in 1975, BAMSI is one of the largest minority non-profit organizations in Massachusetts and delivers a broad spectrum of high-quality services to individuals and families. BAMSI’s mission is to empower people and enrich their lives through compassionate support and diverse services, one individual, one family at a time.

BAMSI’s dedicated staff and collaborative partnerships have ensured that real solutions are consistently there for people throughout the Commonwealth.



CARF Accreditation

CARF International has recently accredited BAMSI for a period of three years for our Outpatient Clinic, Day Habilitation Centers, Day Treatment Program, and all of our administrative departments. This is the eighth consecutive, three year accreditation awarded to BAMSI.

The three-year accreditation is the maximum level offered by CARF. It confirms that an organization’s programs and services are high quality, measurable, and accountable. Accreditation comes only after rigorous reviews by peers and CARF on-site surveyors. CARF is an independent, non-profit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation.