

ANNUAL
REPORT
2017

Collaboration & Partnership:
Pathway to the Future





Letter from CEO

Looking back on our journey over the past 12 months, this has been our most successful year ever. Despite facing new and complex challenges, we continue to achieve unprecedented success.

Financially we have sustained tremendous stability, have grown our operational budget to over \$93 million, employ over 2,000 staff members, and have effectively managed our day-to-day operations with tremendous skill and precision. The keys to our success have been our ability to leverage what we know about managing an efficient operation, while incorporating new knowledge about how to lead with advanced adaptability. This ability has resulted in our becoming one of the most respected organizations in the Commonwealth. The high level of respect we have earned over the past 43 years has been directly related to our staff's determination to succeed and the synchrony that exists within and between our direct care operations and our administrative systems.

Every year, during the course of my 40-year tenure, we have achieved the unachievable by expanding our footprint across the Commonwealth and by adding innovative resources and effective service modalities that continue to make a tremendous impact on the individuals and families who need our support.

Our goal in the upcoming year is to establish innovations that balance our mission, our management, and our performance while responding to a new outcome based operating system that has the potential to revolutionize our industry. This new system will require robust integration of data, concise documentation of demonstrated outcomes, and interactive collaboration with our stakeholders and business partners. Responding to this type of complexity will require advanced leadership and the implementation of a rich multi-dimensional operation that synchronizes our administration and direct care systems.

Our organization has developed young talented leaders who are very capable of successfully meeting the future demands of our industry and, as a result, BAMSI has positioned itself to continue the great legacy of success that our organization has had over the past 43 years.

Extending my warmest wishes,

Anthony Simonelli, President and CEO



Letter from COO

One of BAMSI's most cherished values is collaboration. Over the course of our 43 year history we have developed an extensive network of linkages and affiliations, with currently 345 formal partnerships including medical and educational institutions, government entities, local businesses, community and faith based organizations, as well as arts and recreation programs. These alliances not only support the individuals and families that we serve to achieve their goals but also maximize resources across the service spectrum to build unity and purpose. Collaboration and partnership in a spirit of common good is vitally important, especially today as we encounter those who seek to divide us. As a leader in human services, BAMSI not only has an obligation but a duty to highlight the success that we all achieve when working together.

Throughout our history we have leveraged relationships with our partners to demonstrate the importance of building community, providing access to quality services without judgement, showcasing the strength of connection and inclusion to achieve positive outcomes. The Children's Behavioral Health Initiative, Local Systems of Care, BAMSI's Center for Excellence, and Connected Communities are just a few recent examples. As we move into an era of Accountable Care that will most certainly alter the trajectory of population health management in

Massachusetts, BAMSI has once again stepped forward to forge a pathway to the future. By joining with 16 community partners and 17 health care providers in two separate, but equally significant endeavors, BAMSI will coordinate care on behalf of Mass Health members, using technology and information in ways that we never imagined to learn and grow with others.

It's clear that the enormous commitment and dedication of our workforce is the only reason that we're able to take on such a challenge. In a world that genuinely values collaboration and partnership, a dedicated group of people working in unison is essential to success. We're fortunate at BAMSI to have such a talented and collaborative group of employees, and I'm enormously proud of their efforts. Together with our network of community partners, funders, and donors they creatively find solutions to meet the diverse needs of over 20,000 individuals and families, building strength, unity, and connection in 43 towns and hundreds of neighborhoods across our great Commonwealth.

With gratitude and appreciation,

Vanessa Tierney, COO



Letter from Board President

BAMSI is many things to many people including Persons Served, their families, and the many partners and individuals in the many communities that we serve. For decades, BAMSI has been and continues to be the place where people experiencing adversity are sure to receive therapeutic services and support from compassionate caregivers. It is also a place where Persons Served can find healing, personal well-being and hope for the future.

As you know, within the human service field, each year brings something new. Today, people with disabilities have moved from isolation and separation to social integration, from long term stays in state institutions into community programs that support and build skills. This transformation was made possible by the foresight, experience and talents of our leaders and employees.

Day in and day out, I am deeply inspired by the dedication, compassion and professionalism of the staff. Last year, staff at one of the community residences provided innovative solutions when a resident with significant behavioral challenges reacted in unproductive ways that neither enhanced the quality of life for himself or his peers. However, the individual's behavior improved significantly due to the insight, diligence, empathy and support staff provided.

One of the pillars of our vision is collaboration. As you will see throughout this report, we have cultivated

strategic public-private partnerships with local government, schools, healthcare providers, private donors and other human service providers. What a great opportunity to expand our organization's access to a wider range of new resources while still allowing for better use of existing resources. As we move forward, these alliances will be vital to realizing BAMSI's vision of "Bringing People & Services Together" in the 21st century.

On behalf of the Board, I offer my heartfelt thanks to our President and CEO, Anthony Simonelli, the Executive Management Team, and our valued employees. To our community partners, financial supporters and volunteers thank you for your continued support, generosity and confidence. I hope you will agree with me that the number and stories in each section of this report demonstrates both the Board's and the Executive Management Team's collective commitment to achieving BAMSI's vision. As Board Chair, I humbly embrace this year's annual report theme "**Collaboration & Partnership: Pathway to the Future**".

Sincerely,

Reverend Philomena Hare

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Collaboration to Improve **Health Outcomes**

As a 40+ year organization, one key to BAMSI's success has been its ability to be innovative and responsive to the changing landscape in the human service field. This past year we witnessed tremendous change as the State of Massachusetts embarked on a vast undertaking to reform MassHealth (Medicaid) by creating 17 Accountable Care Organizations (ACOs).

BAMSI was one of 26 "Community Partners" selected to work with ACO's to integrate care for the 60,000 MassHealth members with complex long-term medical and/or behavioral health needs. The State

designated two categories of Community Partners—"Long Term Services and Supports Community Partners" and "Behavioral Health Community Partners."

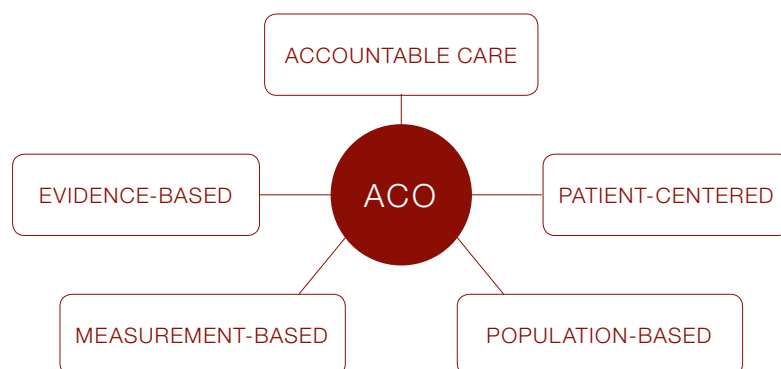


Joining with the lead agency, the Seven Hills Foundation, BAMSI is part of the "Massachusetts Care Coordination

Network" that focuses on long term care support services. Other partners include Advocates, the Boston Center for Independent Living, HMEA, and BayPath Elder Services. "We are pleased to be part of a collaborative approved by the state to implement strategies to help thousands of Massachusetts residents live with independence, participate in their communities and increase their overall quality of life," said Vanessa Tierney, BAMSI COO. "This person-centered model is designed to deliver health care and supportive services in a manner that addresses an individual's medical and

The purpose of an ACO is to provide integrated health care for their patients while meeting key goals set forth by the Institute for Health Improvement's well known "Triple Aim":

- Improving the patient experience of care (including quality and satisfaction)
- Improving the health of populations
- Reducing the per capita cost of health care





emotional needs, goals, preferences, cultural traditions, family circumstances, and values,” she added

Recognizing that there is no health without mental health is the reason for incorporating behavioral health into the ACO model and for creating the ACO behavioral health initiative entitled the Coordinated Care Network (CCN). Working with the lead agency, High Point Treatment Center, BAMSI has joined with other organizations including Bay State Community Services,

Child and Family Services, Inc., the Duffy Health Center, and Steppingstone, Inc. The mission of the CCN is to coordinate care for individuals with serious mental illness and/or addictions for individuals in Attleboro, Barnstable, Brockton, Fall River, Falmouth, New Bedford, Orleans, Plymouth, Quincy, Taunton, and Wareham.

As an active participant in the both ACO models, BAMSI’s executives have spent much of the year upgrading infrastructure systems that will be necessary for the launch of these initiatives. From changes in technology systems to billing systems that are reimbursed after healthcare milestones are successfully achieved, the implication on BAMSI is extraordinary. Marketing efforts about the new service delivery model to MassHealth members are being developed that include messaging and branding. This is designed to enhance a smooth transition for individuals who will be ACO members. Timelines have been developed to ensure that all collaborative partners are on track to meet project targets.

Participating on the governing body of both partnerships include Anthony Simonelli,

BAMSI’s President and Chief Executive Officer, and Vanessa Tierney, Chief Operations Officer. Additionally, BAMSI’s Senior Director, Teresa Belsan, and Senior Vice President of Adult Services, Joy Reed, have worked on the practical application of the services as provided by BAMSI staff.

As a result of BAMSI’s ability to be nimble in a complex and changing world, it has emerged as a leader at a pivotal time of transforming health care delivery systems.

“Collaboration and partnership have been two of the pillars of BAMSI’s approach,” added BAMSI’s COO Vanessa Tierney. “We understand that lack of housing, employment, access to services and other social determinants of health are all part the equation. We are looking forward to engaging with our partners to eradicate barriers and develop systems that integrate medical care and behavioral health services to help improve the quality of life for the persons we are privileged to serve.”



Joining Together **to Accomplish More**

When Brockton Housing Authority (BHA) Executive Director, Tom Thibeault, talks about his idea of collaboration, he proudly tells you that he recognizes that joining together with others accomplishes more than acting alone. It is with this spirit that the BHA collaborates to build public/private partnerships with agencies like BAMSI garnering state-wide recognition.

Historically, when a Brockton public housing resident experienced a mental health issue and became disruptive to the quality of life of his/her neighbors, the solution often led to eviction. Mr. Thibeault explains that “The BHA was faced with the problem of residents who were at risk of eviction because of unaddressed mental health issues, including anxiety and depression.” Residents of the BHA routinely had to wait 6 to 12 months for counseling and treatment. He added that “During this time, we often were forced to initiate emergency interventions that led to hospitalizations and evictions. This also placed a greater burden on our police and fire departments, ambulance services, and hospital emergency rooms.” This course of action ran counter to the BHA’s mission to provide quality affordable housing to

low-income residents of the city. However, the BHA had no other choice because mental health services were not accessible to the residents that reside in one of the 1,951 apartments in 16 public housing developments.

Seeking a solution, the BHA reached out to its partners at BAMSI. Working with BAMSI’s behavioral health team, the BHA established the BHA Clinical Outreach Program (BHACOP), an in-house licensed mental health program located within a BHA development. Fred Welsh, BAMSI’s Director of BHA Resident Services, has been instrumental in developing the program, and noted that, “We recognized the need to avert mental health crises and decided that proactive, on-site clinical help would yield the best results.” BHACOP has been able to help residents suffering from mental health problems to maintain their public housing by solving issues through in-home counseling.

The talented clinician is BAMSI’s Basile Bazina who has become a vital part of the BHA team. Mr. Bazina works in concert with BAMSI’s/BHA Service Coordinators and Asset Managers, mental health

professionals, social service professionals, and other partners. Basile’s counseling to residents at risk helps them maintain their housing. His commitment to this population is genuine. He shared that “Although the statistical evidence is great (the aversion of 20 evictions), what has been just as gratifying for me is the less tangible impact of the program. The improved quality of life for residents whom we have helped to regain mental stability and for neighboring residents has been remarkable.”

The work has not gone unnoticed. This year the BHA was recognized for the “Outstanding Agency Award” at the Massachusetts National Association of Housing and Redevelopment conference. “By making mental health services available in a timely manner at home for our residents, we have been able to significantly improve the quality of life for all residents served by the BHA,” said Tom Thibeault. BAMSI’s Chief Executive Officer, Anthony Simonelli, states, “Much of our collaboration with the BHA has been about prevention, like the Clinical Outreach Program. It provides resident solutions before any problems occur.”



Collaboration to Serve Individuals with an **Acquired Brain Injury**

After partnering on many best practice initiatives, the Massachusetts Rehabilitation Commission (MRC) selected BAMSI's Adult Services Division to pilot the New Start Brain Injury Community Center (BICC) serving the Greater Worcester Area. The New Start BICC is designed to support adults who have been impacted by an acquired or traumatic brain injury. The Center provides services that are individualized and member-driven, affording those served with a variety of activities and programming designed to increase community integration through natural supports, building upon interpersonal relationships, and utilizing resources.

The Center is designed to enhance those adults with an acquired or traumatic brain injury to become more self-sufficient through education, employment, and self-advocacy. BICC members work collectively with staff and each other to improve informed decision making as well as enhance general health and wellness. Persons served work to build independent and functional living skills designed to enjoy all aspects of their community. Members participate in all essential program

components, empowering members to fully achieve their maximum level of independence, self-worth, and dignity as well as overall goals of the BICC.

Specific program components of the BICC include the following: community linkages, utilizing natural supports that assist members in navigating the service network in the Greater Worcester Area; benefits and career counseling enabling members to understand the impact on benefits while accessing available work opportunities; education services designed to increase academic abilities and attain marketable skills; life skills that increases independence and self-sufficiency; health and wellness services promoting medication management, personal well-being, self-monitoring, nutrition, with overall emphasis on safe and healthy lifestyle choices; and social and recreational services including increased awareness of social relationships, developing and maintaining friendships, handling difficult situations, planning and scheduling social and recreational activities.

BAMSI's New Start Brain Injury Community Center serves adults 22 years or older

who have a documented Acquired or Traumatic Brain Injury and are referred by the MRC along with other partnering agencies. This collaborative pilot program was recognized in the community when BAMSI held an open house at the Center honoring Acting Massachusetts State Senate President Harriette Chandler and Massachusetts State Representative Kimberly Ferguson for their tireless efforts in securing the financial support to enable the Commonwealth to fund this innovative pilot program. The Commissioner from the MRC, Toni Wolf, and Nicole Godaire from the Brain Injury Association of Massachusetts participated, as well as representatives from the Greater Worcester community including local civic leaders, potential employment partners, along with more than 130 guests and persons served. The Center is a tremendous opportunity for those impacted with an Acquired Brain Injury to get the services and supports that each member needs.



Public/Private Partnerships that Result in **Friendships**

What is Friendship? Friendship is two or more people who enjoy each other's company. They trust, understand, respect and appreciate each other. They look forward to being together. They give to each other, maybe not in the same way, but what is given and received is of great value to each.

Why Friendship matters? Good friendships can positively impact a person's health and well-being. Beneficial outcomes include improved physical and mental health, enhanced quality of life, and greater community connections. Without friendship, people may be more likely to experience negative effects of loneliness such as depression, impaired immune functioning, and harmful levels of stress. Actively maintaining social ties to the community can lead to enhanced job opportunities, expanded networks, community protection, and social skill development.

Pathways to Friendship is a collaborative initiative on social inclusion between The Department of Developmental Services (DDS), The Arc of Massachusetts and 13 organizations including BAMS! that provide residential supports to persons served by DDS. Collectively, the partners share the belief that relationships are critical for all of us. Too often, those we support feel isolated in their own neighborhoods. Many people with intellectual and developmental disabilities still live in a world in which they are congregated together and segregated from their peers without disabilities. Even if they participate in activities in their communities, they may be segregated to certain days or times in which they can participate. Individuals with disabilities may live in a BAMS! Day Habilitation program with other people with disabilities. Pathways to Friendship is designed to break down barriers

by creating an environment in which people with disabilities can also have the opportunity to develop relationships with individuals without disabilities.

With its' partners from the Department of Developmental Services, BAMS!'s Adult Services leadership identified several managers and staff to participate and spearhead BAMS!'s involvement in the project. Led by one of BAMS!'s Adult Services Director of Operations, Katie Driscoll, BAMS! has created a team of Directors, Assistant Directors, Program Managers, and staff that have volunteered for the two year project. Thus far, eight individuals currently are provided services within BAMS!'s residential network for the initiative. Selected staff participates in trainings and meetings while also overseeing and implementing proposed strategies throughout the duration of this initiative. Staff has been meeting with



project leaders each month while also participating in trainings that include sessions on introduction to friends as well as an introduction to social role valorization. One or more staff members have been participating in a “train-the-trainer” event to learn more about the “introduction to friends” curriculum. Meetings are held with BAMS! staff and representatives from several of the other 13 agencies. From assessing agency practices and trainings the end result is to embrace the importance friendships in the lives of those BAMS! serves.

For Persons Served who will begin to embark on this journey, there is lots of excitement. Angelina White, one of the young women who reside in a BAMS! residential home, has a sparkle in her eye when she talks about the Pathways to Friendship program. Angelina said, “I love having lots of friends and am excited

about making new friends. I am also look forward to some of the trips we will be going on with new friends, like Boston.” Another participant, Lamar who suffered a life changing, traumatic brain injury is now able to see old friends from college and even hang out at the local barber shop. One of BAMS!’s Program Managers, Derek Frimpong is providing transportation and support in order to assist Lamar in the Pathways to Friendship program. Derek says that for Lamar it is the return to pre-injury activities like hanging out at the barber shop that are so enjoyable. Working towards community inclusion for all BAMS! persons served is critical for individual development.

For Angelina, Lamar and many others, this initiative is providing them with a new sense of excitement over the time spent with friends. After returning from her first Pathways to Friendship trip to a

wonderful brunch, Angelina White’s eyes told the story.

Angelina proudly told BAMS!’s Katie Driscoll, “This is the first time in my life, I was ever able to be alone with friends. That has never happened for me before. I am so happy!”



It Takes a Village: **BAMSI and Village Pediatrics**

When the Affordable Care Act (ACA) was established, there was a national commitment to promote the overall health of the country while looking at how major health disparities occur as a result of social inequality. Social determinants of health are conditions in the environment in which people are born, live, learn, work, and play that impact a wide range of health and quality-of-life risks. Examples of conditions of an individual's environment includes safe and affordable housing, access to education, public safety, availability of healthy foods, local emergency/health services, and environments free of life-threatening toxins. By working to establish policies that positively influence social and economic conditions and those that support changes in individual behavior, data supports that health is improved over time. Improving the conditions in which we live, learn, work, and play and the quality of our relationships will create a healthier population, society, and workforce.

Enter pediatrician Dr. David Howell and his growing practice, Village Pediatrics. Dr.

Howell has witnessed the evidence that supports the argument that by providing resources and connections, the individual child and his/her family will have better health outcomes. Dr. Howell knows that sometimes poverty is the problem, and small needs affect big needs. He has seen his patients struggle with the reality of deciding between food or purchasing toilet paper, diapers, and laundry detergent. The families of his patients often have excessive worries about financial problems and that can take up mental "bandwidth", leaving families with not enough energy left for everyday challenges.

Enter BAMSI and its decades old program, Helpline. Initial meetings between Dr. Howell and BAMSI centered on how Dr. Howell might be able to address the gaps in basic needs and other poverty related issues by partnering with BAMSI. Dr. Howell determined that gathering some information at patient intake might prove beneficial to families in his pediatric practice. He believed that if you ask the right questions and you have a knowledge-based community

resource like Helpline, you could start to take a look at improving some of the obstacles in the way of healthy families.

BAMSI, in collaboration with Village Pediatrics, has developed a Resource Linkage for youth and families served by Village Pediatrics. From utility shut offs to lack of food, as well as referrals for services, and help to avoid homelessness, Helpline has spent the year working together with Village Pediatrics to help improve the social determinates of health care. This effort has gained the attention of other health care providers including Children's Hospital of Boston who has deemed this model as a best practice and one that should be replicated across various communities in the Commonwealth. For now, you can see Faith Frazier, Program Director of Helpline, at Village Pediatrics assisting and supporting those who need resources and connections to improve the quality of their collective family's health.



BAMSI Collaborates in Response to a **Public Health Crisis**

Since 2000, opioid related deaths have increased in Massachusetts by 350%. Data from the Massachusetts Department of Public Health (DPH) indicates that Southeastern Massachusetts has been inordinately affected. BAMSI has partnered with DPH since the early 1980's due to the agency's reputation as a community "problem solver". With BAMSI's progressive work conducted in response to the HIV/AIDS epidemic, DPH turned to BAMSI during this new public health crisis.

In an effort to combat the rising number of opioid related overdose deaths, DPH began the Overdose Education and Naloxone Distribution (OEND) Pilot Program in 2007. This pilot program was developed to provide overdose education and nasal naloxone rescue kits to intravenous drug users as well as potential bystanders who may be likely to witness an opioid overdose. In 2009, DPH selected community providers who work with the targeted population and have established relationships with both first responders and those impacted by overdose deaths. As a result of BAMSI's long history of

collaboration with DPH for the work done at the C.O.P.E. Center, along with the agency's reputation for innovation, BAMSI was selected as one of the DPH Pilot Narcan programs.

BAMSI's overdose education, training, and distribution of Naloxone began with intravenous drug users who received services at the C.O.P.E. Center. Staff trained individuals who were discharged from High Point Treatment Center, along with community partners, parents and/or family members. With the drug reversal success of Narcan, BAMSI also worked with the Brockton Mayor's Opioid Overdose Coalition (BMOOPC) to help train Brockton's first responders, including the police and fire departments. With the success of the overdose reversal medication, C.O.P.E. Center staff expanded their Naloxone training to first responders in many Southeastern Massachusetts communities.

As the opioid epidemic garnered headlines in some of the sleepy suburbs, a number of towns formed coalitions to both address the overdose epidemic. Training was also

provided to the community members on overdose signs and symptoms as well as how to administer Naloxone during an overdose. Many of these coalitions found BAMSI to be such a valuable partner, that the staff at the C.O.P.E. Center often joined these community alliances to fight this regional epidemic. The C.O.P.E. Center staff has been members of community coalitions in the towns of Avon, Carver, East Bridgewater, Holbrook, Rockland, and Stoughton. Currently BAMSI's C.O.P.E. Center staff is active partners in the BMOOPC, East Bridgewater's Hope Program, and the Plymouth Outreach Drop in Center providing overdose education, Narcan training, and distribution of harm reduction materials.

It is evident that BAMSI, through its C.O.P.E. Center, has been instrumental in addressing this epidemic. As the Commonwealth and Nation work to control the distribution of opioids, the good work of BAMSI has been lifesaving to countless individuals whose lives hung in the balance of receiving a Narcan treatment.

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 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. BAMS! 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 live 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. BAMS! 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.

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

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

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.

Children, Family & 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 health needs. BASE services are specifically designed for students who have been unable to succeed in non-therapeutic community after school programs.

INTENSIVE CARE COORDINATION

Intensive Care Coordination is a service based within a Community Service Agency (CSA). A CSA is a community-based organization whose function is to facilitate access to, and ensure coordination of care for youth with (SED) who require or are already utilizing multiple services or are involved with multiple child-serving systems and their families. Intensive Care Coordinators and Family Partners work with the whole family and utilize a Wraparound Process to assist families with navigating the System of Care.

FAMILY SUPPORT AND TRAINING

Family Support and Training is a service that provides a structured, one-to-one, strength-based relationship between a Family Support and Training Partner and a parent/caregiver. The purpose of this service is to resolve or ameliorate the youth's emotional and behavioral needs by improving the capacity of the parent /caregiver to parent the youth so as to improve the youth's functioning as identified in the Intensive Care Coordination, Outpatient Counseling or In-Home Therapy treatment plan.

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 youth.

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.

Educational Support & Services

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 Brockton 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 & PROCESS MENTORING

Wraparound coaching assists the Community Service Agencies in providing high fidelity wrap services to youth and families served, all while adhering to the ten principles of Wraparound. Wraparound Process Mentors are coaches who also train and certify new coaches.

Family Support Services

FAMILY SUPPORT CENTER

The Family Support Center in Hanover offers a wide range of family support services and activities to children and adults with developmental/intellectual disabilities and their families. Services include: information and referral, flexible funds management, support groups, parent networking and mentoring, facilitation of social and recreational events, service navigation, community affiliation/linkage, and a resource library.

INTENSIVE FLEXIBLE FAMILY SUPPORT

Families who are at risk of having their child placed outside of the home often require a higher level of support. Intensive Flexible Family Support Services (IFFS) provides a time-limited, specialized service for families experiencing significant challenges that place their children at risk of out-of-home placement. IFFS also provides a variety of resources and linkages to help stabilize the situation and sustain the family over time.

MEDICALLY COMPLEX PROGRAM (MCP)

The Medically Complex Program (MCP) known as Family Partnerships supports families with children, and young adults having significant cognitive, physical, and intensive health care needs who are living at home. MCP offers an array of support options to families (parents and siblings) to keep their family member at home and allow for a meaningful and improved quality of life for all.

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)

PTAY is a program to help families guide young adults ages 14-25 with behavioral, emotional, or mental health needs through their 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. EI partners with local hospitals and health centers in providing clinically appropriate services for families and infants who have Neonatal Abstinence Syndrome.

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.

HELPLINE AT THE VILLAGE

Collaboration between Village Pediatrics and BAMSI's Helpline designed to address the ACO mandate for pediatric practices to administer social determinants of needs screenings. The goal of the program is to achieve better health outcomes by addressing basic needs which impact families overall health and well-being.

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 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 education and supplemental foods and formulas, opportunities to meet with other families, while also providing and referrals to other breastfeeding support and education.

2017 Ruth Hurley Awards



Jaime Allard Smith

The recipient of this year's Ruth Hurley Management Award is Jaime Allard Smith, Nurse Manager at the residential program at Dunster Road in Holliston in the Adult Services Division. Jaime demonstrates the qualities that are characteristic of the Ruth we all knew and loved: quiet strength, compassion, and humility that never sought the spotlight.

Jaime Allard Smith is Nurse Manager at BAMSI's Dunster Road residential program in Holliston. Having worked in this capacity for just over a year, Jaime's impact has been significant on the persons served and the team at the residential program in Holliston where she works. Jaime's amazing energy, enthusiasm, and dedication to increasing the quality of the life of each person served have made her truly worthy of this Ruth Hurley Award.

Jaime is not just extraordinarily organized -- she is proactive in anticipating needs and intervening with creative solutions even before problems present themselves. One example of this was when a person served with multiple medical complex issues had a significant increase in hospitalizations. Jaime worked together with physicians at Beth Israel Hospital, recommending a new and innovative treatment that has resulted in a complete reduction of hospital admissions. In fact, this person has gone from monthly admissions to zero in the past six months.

Jaime is proactive cultivating many wonderful relationships with care teams and works collaboratively facilitating multi-disciplinary meetings. Her efforts have resulted in decreasing duplicated efforts as she understands the benefits of integrating medical care from a team perspective. She is vivacious, positive, and willing to share her best practices promoting great ideas across the residential network.

For all these reasons, Jaime Allard Smith is the management recipient of the 2017 Ruth Hurley Award.



Kayla Jones

The recipient of this year's award is Kayla Jones, Respiratory Therapist Assistant at Lakeville Day Habilitation in the Adult Services Division. Kayla demonstrates the qualities that are characteristic of the Ruth we all knew and loved: quiet strength, compassion, and humility that never sought the spotlight.

Kayla is a Rehabilitation Therapy Assistant at Lakeville Day Habilitation, a program with an extremely physically and medically complex population. Each day Kayla arrives at the center, her compassion and care for persons served is evident in the upbeat, enthusiastic way that she works with each person served. Her energy and effort is amazing and, as a result of her success in her role, Kayla is often the staff member who leads large group activities.

Kayla's dedication to the individuals at Lakeville Day Habilitation is evident as she works with each person served. Kayla has a sparkle in her eye as she looks for the small milestones each day. Her skills, patience, and dedication have resulted in her having the largest caseload at Lakeville Day Habilitation. She manages it all, ensuring that all persons served can progress towards achieving their goals. Kayla has also developed a great rapport with her colleagues, persons served, and supervisors, and offers leadership and mentoring to staff every day. Her help and training has helped foster great team spirit and cooperation

During the past 12 months, Kayla has taken on many of the responsibilities of the Service Manager while keeping her full caseload and running many group activities. She excelled in this interim leadership role, yet continued to give the quality of care and compassion that she is known for. Kayla is creative, always willing to do more, seeks out as many training opportunities as possible to deliver the highest quality of services, and has said that Lakeville Day Habilitation to her is home.

For all these reasons, Kayla Jones is the recipient of the 2017 Ruth Hurley Award.



Chelsea Emmanuel

The recipient of this year's award is Chelsea Emmanuel, Records Clerk and Administrative Assistant at the Wraparound Family Services office in the Child, Family, and Community Services Division. Chelsea demonstrates the qualities that are characteristic of the Ruth we all knew and loved: quiet strength, compassion, and humility that never sought the spotlight.

Chelsea Emmanuel is Records Clerk and Administrative Assistant at the Wraparound Family Services office, a busy hub for the many programs that encompasses the Child, Family, and Community Services Division. For many families that enter this busy center that supports children and youth with serious emotional disturbances, Chelsea is often the first face that they see. From concern to anxiety, these moms and dads are seeking support and a safety net to help them navigate the world with and for their child. Chelsea is able to put many families at ease, listening with care and compassion for each family member.

In her support role, Chelsea not only personifies the characteristics of the late Ruth Hurley, but has a position at BAMSI very similar to the one that Ruth held. It has been said that Ruth was always there with an innate kindness that comforted visitors, funders, persons served, and even her colleagues. The same is said about Chelsea.

The work Chelsea does is fast-paced and ever changing. Despite the hectic environment, Chelsea is always calm, diligent, and efficient. Chelsea comes to work each day extremely upbeat with a positive outlook. Her warm demeanor, care, and compassion to both staff and families at Wraparound Family Services provide a wonderful welcome to staff and visitors who come to the door of Wraparound Family Services. Chelsea treats everyone respectfully and makes them feel valued, whether it's a homeless family coming in to meet with Helpline, the landlord to check on a building problem, or a therapist attending an Individual Care Plan Meeting. Chelsea stands out because of her willingness to do whatever needs to be done. She truly leads by example. It is said that Chelsea is an asset to the program, division, and organization every day that she reports to work.

For all these reasons, Chelsea Emmanuel is the recipient of the 2017 Ruth Hurley Award.



2017 Dan Shea Awards



John Conley

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 John Conley.

Anyone who has had the pleasure and privilege to know John Conley can attest to the fact that he is a man of wit, integrity, optimism, humor, and unparalleled compassion. John has an uncanny aptitude for making those around him smile. His determination is seen through his undying will to be as independent as possible. After sustaining a traumatic brain injury, John is essentially dependent on staff to support him in all aspects of daily life. However, he does not let this get him down.

John is keenly aware of the moods, needs, and challenges of others and routinely goes out of his way to offer support, lend an ear, and share his bright perspective. John embodies the notion of peer advocacy. He is committed to his housemates, friends, and does all that he can to improve their quality of life within the home, often dismissing his own needs and minimizing his own challenges. This selfless dedication extends far beyond his home on Mercedes Road. It has been witnessed, appreciated, and relied upon in his day program where he is a role model who lives each day to the fullest. He strives to be as independent as possible and never passes on the opportunity to learn a new skill or conquer another obstacle. When he does overcome a challenge, which is often, he does it with complete humility and humor. One example of John's infectious spirit was noted last year while John was working towards a goal to increase his ability to use verbal communication again. His therapist introduced him to new equipment which would support him, and he has worked exceptionally hard to increase his lung capacity which will allow him to speak clearly and louder.

John is a kind, determined man with a sense of humor and laugh that is undeniable. He loves a good joke and can give it right back with his sharp tongue and quick witted sense of humor. With his boundless positive energy, unwavering can-do attitude, generosity of spirit, and that familiar infectious laugh, John is a gift to all those who are fortunate enough to call him friend. For his big heart, determination, courage, and strength, John Conley is the recipient of the Dan Shea Award.



The Miller Family

This award recognizes a family 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 family selected for this year's award is the Miller Family.

Melissa and Brian Miller were aggressively seeking supports to help their wonderful son, Kaedyn, who was exhibiting behaviors that were counterproductive. After a journey down many paths, the Miller's discovered BAMSI's BASE program. Kaedyn attended BASE in 2015 and 2016, recently graduating as a result of the remarkable strides he has made.

When Kaedyn began at BASE, he was unable to acknowledge his inappropriate behaviors or understand how these behaviors affected his social skills, learning, progress, and those around him. Through his time at the program and with the support of his family and the Wraparound clinical team, Kaedyn learned how to control his emotions, access healthy coping skills, and manage his behaviors. In addition, his interactions with peers became more appropriate, resulting in increased social skills including making many new friends at BASE.

Currently Kaedyn is able to utilize the skills that he acquired at BASE and is participating in a non-therapeutic after school environment. Kaedyn's mother, Melissa, is still active in the program and often shares her journey with others. Melissa speaks positively about the growth and progress she had witnessed her son make and how much BASE turned Kaedyn's life around. The Miller's are so grateful to BASE that the family is now giving back by donating art supplies that are utilized for many projects. BASE staff is delighted with having had a critical role in providing supports to this family.

For their commitment to their journey, hard work, perseverance, and love, the Miller Family is this year's recipient of the Dan Shea Award.

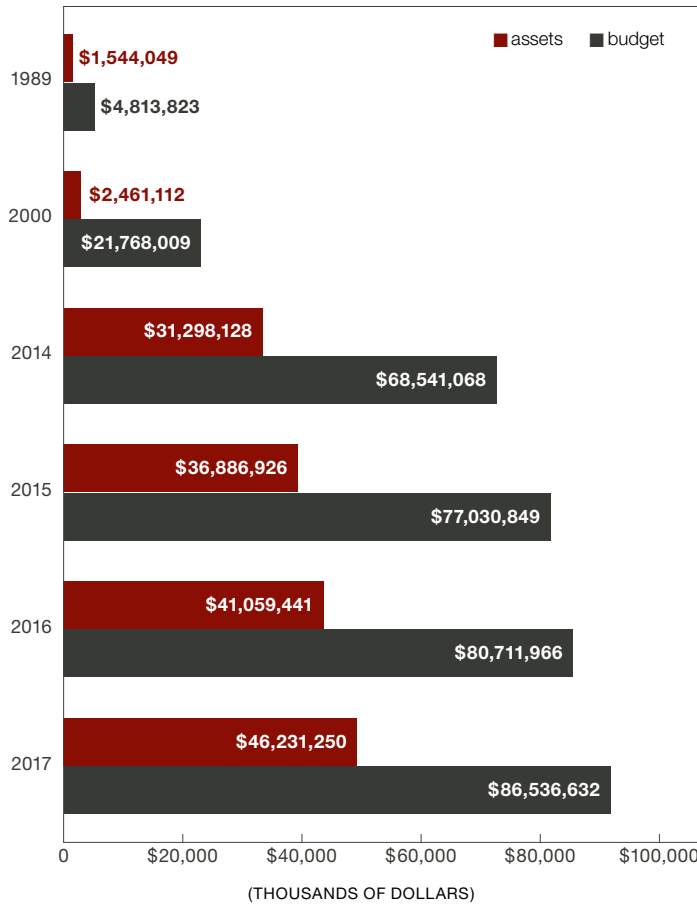
Extra Distance Awards

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.

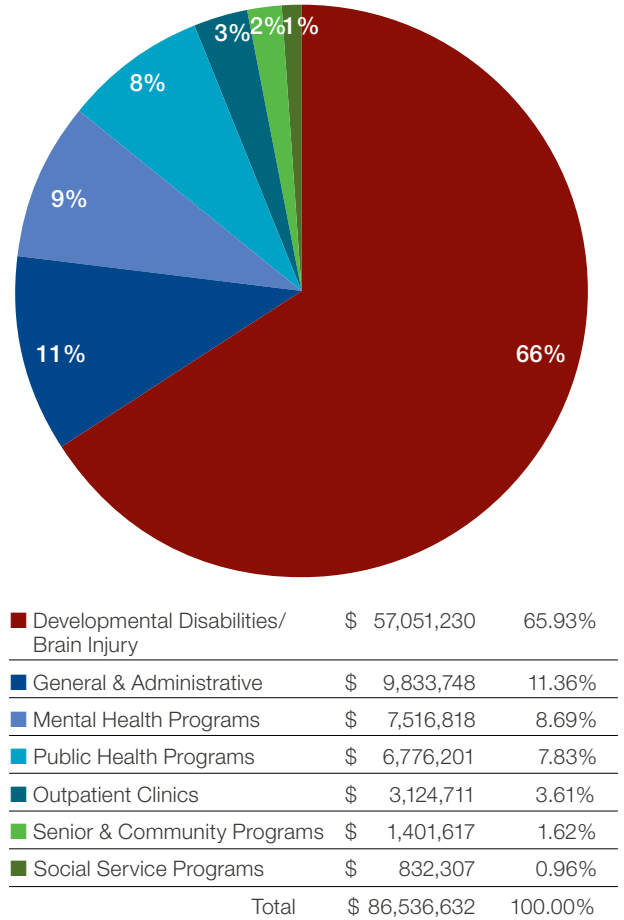
SEPTEMBER 2016	JANUARY 2017	MAY 2017
<p>INDIVIDUAL AWARDS</p> <p>Jamie Allard Smith Alanna Either D'Anna Garret Michelle Kelleher Keyonna Sherrod</p> <p>TEAM AWARDS</p> <p>Bridgewater Day Hab</p> <p>Ashley Bell Tova Bracket Jennifer Cansler Jocelyn Conway Adalia DeAndrade Gale Diccico Valerie Edmond-Sproul Christopher Haggerty Morgan Tavares</p> <p>Middleboro Day Hab</p> <p>Jessica Petrillo Megan Broderick Tyandra Cribbs Susan Flint Maria Gomes Allison Hraibe Kristen Jackson Magda Sousa</p> <p>Stoughton Day Hab</p> <p>Jay Jackson Christina Bailey Lorraine Cabral Magdaline Exantus Hyman Ho L. Kimmian Miller Sally Rogers Stanley Sienkivicz Yvonne Vassell</p>	<p>INDIVIDUAL AWARDS</p> <p>Sharon Alfred, Adult Services Maribeth Barrows, Adult Services Chelsea Emmanuel, CFCS Kayla Jones, Adult Services Barbara Knight, Adult Services Angela Tavares, Adult Services</p> <p>TEAM AWARD</p> <p>Main Street, Carver</p> <p>Bayo Akinwande Kristen Croke Kelcy Cunningham Mary Engelsman Alanna Ethier Jane Gitau Ryan Hodges Julie Inglis-Somers Kellie Kanauss Babeth Nelson Joanna Savini</p>	<p>INDIVIDUAL AWARDS</p> <p>Laura Andrade Donna Gibeault Allison Hobart Gretchen McHugh Rosemary Miller William Muguro</p> <p>TEAM AWARDS</p> <p>CSA</p> <p>Jessica Baptist Laura Horton Melinda Kneeland</p> <p>COPE Center</p> <p>Eugenia Andrade Edith Hart Erika Sarmento</p>

Budget

Growth in Assets & Budget



Proportional Program Expenses 2017



Major Funders

- | | | |
|--|--|---|
| Adcare Educational Institute | Department of Public Health | Pilgrim Foundation |
| Apothecare | Department of Mental Health | Plymouth County District Attorney's Office |
| Beacon Health | Executive Office of Health & Human Services | Signature Healthcare/Brockton Hospital |
| Boston Medical Center | Massachusetts Rehabilitation Commission | Town of East Bridgewater |
| Brockton Housing Authority | Federal Emergency Management Agency | Town of West Bridgewater |
| Brockton Mayor's Opioid Overdose Prevention Center | George Curtis Trust | Town of Whitman |
| Brockton Neighborhood Health Center | Global Property Services | University of Massachusetts |
| Brockton Redevelopment Center | Good Samaritan Medical Center/Steward Healthcare |  United Way of Greater Plymouth County |
| Capital Lease Group | Howard Fund | U.S. Department of Agriculture |
| Commonwealth of Massachusetts: | Jack Williams | U.S. Department of Housing & Urban Development |
| Department of Children & Families | Jordan's Furniture | The Wales Home |
| Department of Developmental Services | Old Colony Planning Council | WB Mason |
| Department of Housing & Community Development | Old Colony YMCA | |



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.



The Commission on Accreditation of Rehabilitation Facilities (CARF) has accredited BAMSI for a period of three years. 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's 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 process and continuous improvement services that center on enhancing the lives of persons served.



PARTNER WITH US IN 2018.

Give a gift to support BAMSI, in honor of or memory of a loved one or collaborate with us in estate planning or planned giving. **Join us and make a difference.**

DONATE ONLINE VISIT WWW.BAMSI.ORG OR MAIL YOUR TAX-DEDUCTIBLE DONATION TO BAMSI.



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