



bay cove news

Spring 2006

fostering family communication

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My mother was diagnosed at 46 with mental retardation. She was probably like this all her life, but in the Chinese culture, it's a stigma to have a mental or physical disability. The family keeps the disabled hidden away.

She came to the U.S. when she was ten. She did really badly in school; they said it was because she couldn't master the language.

We were living with her parents, but even so, when my father came home at night, I hadn't been changed or fed. I'd be in the crib, crying, and my mother would just be sitting there.

When I was three, my father decided that I should go to his mother's care. At 11, I moved in with my father and his new wife. After that, my mother's parents cut off contact; I didn't see my mother again until I was 21. That was when my grandfather died and I became her main caregiver.

“Bay Cove, helped me realize that if I wanted to give my mom good care, I couldn't do it by myself.”



Nancy and her mom embrace their new relationship.

For ten years, I did everything myself. It was killing me, and it wasn't helping her.

Two years ago, everything took off. King Fah, our case manager at Bay Cove, helped me realize that if I wanted to give my mom good care, I couldn't do it by myself. A light bulb went off. What was I doing in the dark for so long?

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Join us for the 11th Annual George C. Cutler Golf Tournament at Myopia Hunt Club on October 16, 2006. Shown from last year, left to right, Chris Plunkett, Mike Smith, Stan Connors, and Mike Williams.

management's message

If you've spent any time at our offices or program sites, you've probably heard the term "The Bay Cove Family." Our diverse, extended family includes clients, employees, volunteers and donors, all of whom share a special set of values, which define our organization.



Bay Cove President and CEO Stan Connors (left) and Executive Director Bill Sprague.

These values include:

- A deeply held belief that everyone deserves to be treated with respect and dignity.
- The knowledge that individuals respond better to praise and encouragement than to criticism.
- A conviction that compassion, honesty and integrity must be at the heart of our relationships with our clients and one another.

Bay Cove has a long and successful history of "living" these values. We welcome hundreds of new members into our circle every year. We celebrate the personal and professional growth of our clients and staff. And, on occasion, we grieve the loss of some treasured members of our family.

This issue of *Bay Cove News* takes you inside our family. As you read the story about the men of Adelaide House, we hope you get a sense of what being members of The Bay Cove Family means to them, and how their lives have

“Our diverse, extended family includes clients, employees, volunteers and donors, all of whom share a special set of values, which define our organization.”

improved with the support of our staff and the compassion of their housemates. As you read the story about a mother and daughter, we hope you feel the daughter's joy

when she communicates with her mother for the first time because of Case Manager King Fah, who took the time to guide her through some complex but important dynamics in her relationship.

Both of these stories illustrate our staff's success in developing deep and powerful relationships with the families of many of the clients they serve.

In a number of cases, we are the only family our clients have, and we value that relationship. We also value the longevity of our staff, many of whom have worked at Bay Cove for decades and some of whose children now work for us.

Much of what we do would not be possible without the involvement and generosity of our donors and volunteers, who are also members of our extended family.

We are truly grateful for all you do to support our staff and, even more importantly, those we serve.

A handwritten signature in black ink that reads "Stan Connors".

Stan Connors
President and CEO

A handwritten signature in black ink that reads "Bill Sprague".

Bill Sprague
Executive Director

working hard to be a family

Gloria and Chris are a married couple living with developmental disabilities.

Chris: We've been married six years. We met seven years before that. I told my mom, "I'm going to marry this woman because she makes me feel good about myself, and I love her, and she loves herself." The Bay Cove staff did an outstanding job helping us with the wedding. We had close to 200 people.

I never knew my father. It was just me and my mom, and I have my uncles and my cousins. In school I was very slow. My mom never put me down as disabled. But I couldn't read very well. I had to push myself. I went all the way to college. Almost graduated. Later, I might go back, get my degree. If Lamont [Chris and Gloria's son] wants to go to college, we're going to try to provide for him.

Gloria: My mom passed away a long time ago. After that I stayed with my older sister. She had all nine of us. She put me in Bay Cove. Bay Cove helped me go shopping, pay bills, go on trips. Helped me get everything — my apartment, my job. I work at Stop and Shop bagging, bringing the empty carriages in, putting things back on the shelves.

Chris: I work at Stop and Shop, same job as Gloria, but a different store. A staff person from another organization helped me to get this job. That was lucky for me.

Lamont's four. He's in Head Start. He knows his numbers, his ABCs. He was in Early Intervention. The people came to our apartment twice a week. They were very nice, very professional. They worked with all of us.

Gloria: They helped me all the time.

Chris: On Saturday I usually go downtown with him, walking or to the movies. Last time, we went to the Y, to the swimming pool. We came home; Gloria was cooking; we ate, and me and Lamont went to sleep, right on the couch. We had a good day together.

There's a lot of things to overcome, especially with a child. We had parenting classes. I'm part of this group for fathers. They give me guidance, what to say and do. Talk to my son, don't yell at him. Make sure we do the right thing.



The Goss Family – Gloria, Chris and Lamont.

“There's a lot of things to overcome, especially with a child.”

Gloria: I don't want him to be messed up.

Chris: I don't blow up like I used to. Thank God for that. The meetings definitely help a lot.

Gloria: I talk to my case manager in the DMR [Department of Mental Retardation] or my sister or Alice Andrews at Bay Cove, to help me with my problems.

Chris: I adore my wife. She helped me. She didn't turn me away. She opened her arms to me and her heart. I'm definitely lucky to have her. She does a lot for us. □

from the office of advocacy

Fostering Relationships and Increasing Visibility

At a recent civic association meeting in the community, a single parent, speaking in a voice of frustration and despair, asked, “What are the services out there for my 25 year-old son who is on drugs?” Bay Cove staff members were there to describe our comprehensive addiction services and suggest a person to contact to access these services.

Bay Cove is fostering new relationships in the communities where we operate our programs. One way we accomplish this is by increasing our memberships and attendance at various civic and trade association meetings. These forums provide opportunities for us to present the services we offer to the businesses, families and individuals in the communities who are seeking to address the needs of their employees, friends and family members.

“Experience has proven that fostering community relationships is a prudent investment of our financial and staff resources.”

In addition, we are enhancing our visibility on Beacon Hill. Charles Hollins, Director of Advocacy, is frequently at the State House, meeting with legislators and their aides on issues that may have an impact on our clients, staff and program services.

Convening discussions with the leadership of faith-based organizations and community health centers also helps us identify opportunities for partnership and the expansion of our programs. And participating in formal events that promote understanding and support for individuals with mental illness, developmental disabilities and addiction disorders enables us to educate a broader population on some of the challenges related to living with these disabilities.



Mary Truong, Dorchester Board of Trade President, and Charles Hollins, Director of Advocacy.

Experience has proven that fostering community relationships is a prudent investment of our financial and staff resources. Through these relationships, we increase the number of people who know who we are and what we do. Equally important, such relationships support our agency-wide advocacy goal of generating increased support for the individuals and families we serve. □

janet gardner robinson

they're family to me

Fourteen years ago, Bay Cove opened Adelaide House, a residence for six men with both mental retardation and mental illness. I worked there for 12 years, as a residential counselor and then as program director.

Some of the men were homeless or just coming out of state institutions. New house, new staff, new clients. It was very challenging.

We helped them to get back to the basics: how to comb their hair, shower, find work, be responsible, be a member of society again.

Dinnertime was every night at six. We bought fresh vegetables, fruit, gave them a nice meal every day. These guys hadn't had that for many years. We'd ask how things went that day, who's going through what. They'd help each other. If someone said, "I went to the doctor, and he didn't really listen to me," another guy might say, "Next time, write it down, and read it to us before you go."

At Christmas, we wanted them to feel like a family. Get everyone together, sit down, open presents, take pictures. We'd take them shopping to pick out the things they like to wear, not what someone else gave them.

We've had a lot of success stories. One resident came from Munson State, curled up in a ball in his wheelchair, couldn't walk, couldn't talk. After a year, we found out — slurred speech, but he can talk! Coordination off, but he can walk! The other guys would be right there helping him up if he stumbled. Soon he was feeding himself, dressing himself, taking showers by himself. Another resident dealt with a lot of paranoia, but now he's living in his own apartment. One guy was very aggressive, but he learned: OK, I don't really have to fight.



Janet enjoys the work she does.

A lot of the residents didn't have contact with their families, so we started looking through old records, making calls. We found Horace's sister; he had been homeless for years, and she didn't know where he was. It was so heartfelt when she came to see him.

"The people you serve touch you; they touch your life."

The guys at Adelaide Street will always be in my heart. If you're really invested, you go all out and treat them like your family. The people you serve touch you; they touch your life. I thank my sister every day that she introduced me to this field. You have to come with a big heart, be very caring and love what you do. □

from the development office

Events

On October 16, 2006, Bay Cove will host the 11th Annual **George C. Cutler Golf Tournament** at Myopia Hunt Club in South Hamilton, MA. Over the last ten years, this fundraiser has provided more than \$360,000 to our Center House programs while giving hundreds of golfers the opportunity to play one of New England's most exclusive courses. Revenue from this event supports such Center House services as the Career Advancement Resources Program, which provides participants with the tools to obtain and retain meaningful education and job placements; Center Club, a clubhouse day program, which combines social activities with employment, housing and education services in a highly empowering manner; and Casa Primavera, a unique clubhouse for men and women of Latino descent who are living with mental illness.

Thank You!

Bay Cove would like to recognize **Mellon Financial** for their invaluable partnership and support over the years. In addition to generous grants for Bay Cove's Early Intervention programs at the Daniel C. Boynton Child Development Center, Mellon staff serve on the Bay Cove Board of Advocates and the Executive Advisory Board. Mellon regularly sponsors Bay Cove events, offers important technical support, and assists Bay Cove in reaching new friends. Building on this partnership, Mellon most recently hosted Bay Cove's April 4, 2006, reception, where Susan Senator, author of *Making Peace with Autism*, spoke. The reception was a chance for members of the Bay Cove community to introduce their friends to the many ways that Bay Cove reaches people and changes lives. On behalf of everyone that Bay Cove serves, we extend our sincere thanks to Mellon.

Bay Cove has received four important new grants from local foundations. **The Mabel Louise Riley Foundation** made a leadership grant to support



From left to right: Adelisa Gonzalez, Susan Senator, Barbara Casey and Carol Smith.

the second toddler groups at the Daniel C. Boynton Child Development Center. **The Cabot Family Charitable Trust** and the **Linde Family Foundation** have both continued their generous support for the second toddler groups as well. **The Hyams Foundation** has made a significant two-year grant toward expansion of our youth programs, helping underwrite Chelsea ASAP's development work with young people living in Chelsea public housing. We are deeply appreciative of these wonderful commitments.

A tradition of excellence has guided Bay Cove Human Services for over 30 years. Our core values emphasize an unwavering commitment to providing the highest quality programs and effective services with compassion and care. **The Leadership Giving Circle** (\$1,000 or more annually from individuals to the Leadership Annual Fund) plays a vital role in providing

financial resources to maintain this tradition of excellence. Thanks to the generosity and loyalty of our Leadership Circle, we are positioned to respond to new challenges and able to seize new opportunities as they arise. Unrestricted giving allows us to use donations where they are most needed, and this flexibility assists us in maintaining our competitive position.

We are deeply appreciative of our **Leadership Circle donors** for their thoughtfulness, generosity and commitment to our mission. If you would like further information about joining Bay Cove's Leadership Circle, please contact Nicole Brown at 617.371.3022 or nbrown@baycove.org.

Thank you again to those of you who have designated our agency as a recipient of **your United Way donations**. We have begun to receive these proceeds, which are vital to our programs. If we have not sent you a note of appreciation for your contribution, it may be because we have not received your gift from the United Way. If you believe this has occurred, please contact Nicole Brown at 617.371.3022 or nbrown@baycove.org, so that we may update our records and appropriately acknowledge your donation.

A special thank you to the participants of **Bay Cove's Employee Payroll Donation program**.

Launched two years ago, this program offers staff an opportunity to make weekly contributions to agency programs of their choice. Every dollar makes a difference by allowing Bay Cove programs to provide important services that may not be covered by state funding. This program is an example of the many ways in which Bay Cove staff go the extra step to improve the quality of life of our consumers.



Donate Through eBay

Sell on eBay and help a good cause, all at once! Bay Cove has recently joined with eBay Giving Works to enable online sellers to donate some or all of their eBay sales directly to Bay Cove. The next time you list an item on eBay, you can help Bay Cove. For more information, go to <http://givingworks.ebay.com/sell/> for step by step instructions.



did you know...

- ★ On any given day, more than **4,700 individuals** participate in Bay Cove programs:
- ★ They range in age from **newborns** to adults over the age of **60**.
- ★ More than half are from **diverse ethnic and cultural groups**.
- ★ Nearly **50%** have a major mental illness.
- ★ Another **10%** have mental illness, accompanied by addiction disorders, mental retardation or severe behavioral disorders.
- ★ Bay Cove's **1,200** highly trained employees serve more than **12,000** individuals and their families each year at more than **80** different program sites throughout Greater Boston and southeastern Massachusetts.

communicating for the first time

continued from page 1

My mom lives in a regular apartment, not assisted living. She was adamant about not moving in with me and my husband. At first I was hurt, but King Fah helped me understand my mother needs her own space.

Everyone who helps my mom is a native Chinese speaker. The respite worker and my mom go to the park, dust, vacuum, do the laundry together. The personal care attendant [PCA] comes every day. She has my mother help with the cooking: get the meat out of the fridge, put the rice in the rice cooker.

Before, I would bring over takeout, and she wouldn't eat it. She was down to 58 pounds. It's been such a turnaround: my mom weighs 70 pounds now!

The PCA has helped me learn to understand my mom's level of thinking and how to simplify what I say. My mother and I can communicate for the first time.

My husband and I are going to start a family, which we were holding off doing, and I have a new job starting this spring. It's been a huge step forward for us.



Nancy has hope for the future.

“The PCA has helped me learn to understand my mom's level of thinking and how to simplify what I say. My mother and I can communicate for the first time.”

In the last two years, my mom's grown so much. I see now my sheltering was the worst thing I could have done for her, and that the more people she interacts with, the more meaningful it makes her life.

Having someone else there has helped so much. It's made all the difference. □

vision, mission, principles

Vision

Providing opportunities for people with the greatest challenges to grow toward full, rich lives.

Mission

Improving the quality of the lives of children, adults and their families who face the life-long challenges of mental illness, drug and alcohol dependence, and developmental disabilities. We will accomplish this mission by providing effective and compassionate services and through advocacy and leadership.

Principles

The organization is guided by a core set of principles, which include:

- ▷ All human beings have value, and deserve to be treated with respect and dignity.
- ▷ Our services must be outcome-focused, measurable and effective.
- ▷ Treatment plans must be developed in partnership with those being served.
- ▷ The strength of our services depends on a well-trained, highly motivated workforce.
- ▷ Successful partnerships must be maintained with those we serve, as well as the community at large.
- ▷ All of our programs and services will be managed in a fiscally responsible manner.

bay cove news

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