



Bay Cove Human Services
Proposal to

Framingham State University Giving Program

March 26, 2020

Request

Bay Cove Human Services respectfully requests a grant of \$10,000 for our COVID-19 response efforts. Our efforts include enhanced staffing, creation of quarantine spaces (for both staff and clients) and purchasing emergency food, cleaning supplies and personal protection equipment. The supplies are to be used directly in 24-hour residential programs for adults with psychiatric and developmental disabilities; and in our 24-hour Emergency Shelter for adults experiencing homelessness. These supplies will also be given out to the individuals and families served by Bay Cove's outreach and outpatient services.

Today, as the opportunity divide becomes more and more visible, Bay Cove is doubling down on our efforts to ensure every person we serve has access to the resources they need to weather this pandemic, and maybe even come out stronger on the other side.

Organization Overview

Bay Cove Human Services' is a nonprofit organization with the mission to partner with people to overcome challenges and realize personal potential. Bay Cove's primary objective is to work in partnership with people as they navigate life with mental illness, addiction, developmental disabilities, homelessness and/or aging related challenges. In addition to these challenging life circumstances, Bay Cove's clients face stigma, barriers to housing and employment, and exclusion from community life.

Bay Cove is proud to be a part of a large community of human services providers. We are also proud to be a leader among our peer organizations: most of our senior and executive leadership staff work on state level committees that determine direction and scope of existing services and new initiatives. But the *key difference* in Bay Cove's services is our founding principle: there are no throw away people.

At the time of Bay Cove's founding in 1974, it was homeless men with alcoholism who were the "throw away" people. They were languishing, and even dying in jail cells across the City

of Boston—alcoholism was a crime, and those who had this deadly disease were stigmatized as “drunks” and “vagrants.” The only treatment available was locked wards in institutions. Bay Cove’s founder proposed a “radical” fix: a small, community based detoxification program where patients could receive compassionate treatment, while staying close to home so they could draw upon the strengths of their community connections.

Guided by this core principle, Bay Cove programs and staff embrace the inherent worth of each person, with an explicit understanding that every person is deserves the opportunity to life a full, rich life. We especially welcome individuals whom other organizations are unable to help—persons with multiple diagnoses, high risk lifestyles, and/or a history of disengagement from treatment.

Being a part of the Bay Cove community means to be welcomed and celebrated as an individual with unique strengths and experiences. This welcome extends to staff, clients, volunteers and any other stakeholder who joins us in furthering our mission. In satisfaction surveys, our staff report over and over again that the two top reasons they love to work at Bay Cove are the amazing staff and family-like culture of caring; and the clients, whose resilience in the face of life’s greatest challenges inspires us every day.

Taken as a whole, Bay Cove staff are dedicated, compassionate individuals who have dedicated their lives to helping others. In some cases this is literal: our Senior Vice President of Programs has been with Bay Cove for more than 40 years and our CEO has been with Bay Cove for more than 30 years. Each staff comes to this work out of a sense that everyone has potential, and significant personal growth is possible through services that build upon positive qualities and practical strengths.

Today, this dedication and passion for the work is even more apparent at all levels of the organization. Across the agency, staff are working long hours to ensure our programs are clean, the clients are healthy and engaged with treatment, and preparing for the inevitable rise in COVID-19 among our clients and staff. We are pleased to offer these recent examples of our dedicated staff in action:

Sam and Julie, outreach workers for people with mental illness, orchestrated an emergency food/supplies purchase and delivery for a client who had lost his job and barely had enough to cover his rent. This client was unable to “stock up” on supplies because he lived paycheck to paycheck. His anxiety about the pandemic was nearly unbearable, rendering him unable to get to Center Club (one of Bay Cove’s “command centers”) to get a bag of supplies. Sam and Julie were not able to get to Center Club during distribution hours either, so Sam bought the groceries and left them in a safe spot, where Julie picked them up and delivered them to the client.

Kay, a case manager in our addiction services program, worked with local chapters of AA/NA to offer daily virtual meetings, so all of the men and women working towards recovery in our addiction treatment programs can maintain their vital connection to this resource.

Bay Cove's services are delivered through 175 programs across Eastern Massachusetts, and address challenges related to accessibility, employment, housing, food insecurity, recovery from addiction or mental illness, community integration and inclusion. We serve a diverse, predominately low income population, many of whom have language and cultural barriers to accessing services.

Our key services include:

Long term support services **for adults with developmental disabilities**, and their families which includes residential, employment, recreation and day services that focus on community inclusion.

Residential, day treatment, crisis intervention, outreach and peer led services **for adults with serious mental illness** living in Boston through our Adult Community Clinical Services.

Homelessness services include an emergency shelter and street outreach program for homeless individuals with substance use disorder; a homelessness prevention program for individuals with psychiatric and/or developmental disabilities; safety net outreach services for people with mental illness; two overnight warming centers; and a day shelter for homeless seniors.

Early Intervention and Small Wonders Nursery School serving **children under three years of age** who are developmentally delayed, have a known disabling condition, or who are at risk of developmental delays due to biological or environmental factors.

Senior Services that promote healthy aging in the community, including Adult Day Health programs, congregate living for formerly homeless seniors, and senior home repair.

A full spectrum of **addiction treatment services**: medically supervised detoxification with step down services, short and long term residential recovery programs for men and women, and an outpatient methadone treatment clinic.

Use of Funds

Bay Cove will use the funding for the following purposes:

- 1) **To purchase food and other essentials for our low income clients and families:**
Bay Cove serves a primarily low (or very low) income population who lack the resources to "stock up" in times of crisis. Today, many of our clients cannot find basic necessities, or are out of work and cannot afford basic necessities. We are

distributing food, cleaning supplies and toilet paper to our clients in need through our Center Club Clubhouse program.

- 2) ***To set up quarantine spaces for both staff and individuals who have been exposed to the virus, but do not need medical care:*** Bay Cove operates more than 120 24-hour residential programs in the Greater Boston area, which need to be staffed at all times, regardless of the situation outside of the home. As the pandemic escalates, we are creating comfortable quarantine spaces for our residential staff should they be exposed and do not want to go home to expose their loved ones. We are also creating a quarantine site for our clients who need 24 hour care and have been exposed to the virus, to protect their housemates and staff.
- 3) ***To purchase personal protection equipment for our front line staff:*** Bay Cove is looking far and wide to purchase an adequate amount of gloves, gowns, and masks. We anticipate our need for these items, which was high prior to the crisis, to increase exponentially as the pandemic escalates.
- 4) ***To purchase food for our homelessness programs, to be distributed at our shelters and on the street through our outreach program:*** Bay Cove's homelessness programs rely heavily on local businesses and restaurants to donate food to our shelters so that we may feed everyone who comes to us for help. Our food donations stopped with the closure of businesses surrounding our programs, yet we are the sole source of food and water for this vulnerable population.
- 5) ***For professional cleaning costs at our 4 homelessness programs:*** The dedicated staff at our shelters, who had heavy workloads already, are now tasked with monitoring the health of all of the shelter guests, and also working to maintain social distancing among the guests. Bay Cove has hired professional cleaners to come in daily so that the staff are freed up to work directly with the guests.
- 6) ***For overtime costs across the agency:*** Across our other service areas, we have added staffing hours for cleaning, health monitoring and added day activities for individuals who no longer go to work or day programs.

Other Sources of Funding

Bay Cove is fortunate to hold close partnerships with generous foundations who have offered emergency grants to help us through this crisis. As of this writing, Bay Cove has received one grant of \$10,000 from the Liberty Mutual Foundation, and have \$21,000 in grants pending (Cambridge Community Foundation, Boston Foundation, and Harvard Pilgrim Healthcare Foundation).

Under normal circumstances, about 85% of our funding is from government sources, and the balance a combination of individual donations and foundation grants. We invite the Framingham State University's Nonprofit Giving Program to join with us to ensure every resident of Greater Boston has the same access to healthy spaces, healthy food, and the support they need to overcome life's greatest challenges.

Short term and long term goals

Bay Cove's primary goal as an agency is to lead the human services industry in providing universally valued, innovative services to everyone who needs them. To achieve this goal, our objectives are:

- 1) Provide person centered, respectful services
- 2) Ensure financial stability
- 3) Build a dynamic organization that meets changing needs

Bay Cove's short term goals as it relates to this request:

- 1) Secure the funds and donations needed to feed all of the guests and clients of our homelessness services who depend on us for their daily nutrition.
- 2) Safeguard the health and safety of all our clients through best practice infection control practices and equipment.
- 3) Ensure continuity of treatment and programming with enhanced staffing and virtual resources.
- 4) Provide basic necessities to any client in need for the duration of the pandemic.

Impacts on the Local Community

Bay Cove serves about 6,000 people every day, and 25,000 people every year. Every individual we serve is offered the opportunity to Because Bay Cove's programs are community based, our work impacts the communities in which we operate in countless ways. People with developmental and/or psychiatric disabilities are learning the skills to live and work in the community, building lives and giving back to the neighborhoods in which they live. People with addiction disorder are finding their personal path to recovery, reconnecting with loved ones, and getting careers back on track. People experiencing homelessness have access to the basic necessities they need to stay healthy and safe, and they are finding permanent homes, jobs and the resources to stay housed. Elderly people are more socially connected, and are living in the homes they love for longer, allowing them to age with dignity in the community.

Bay Cove's work ultimately results in healthier communities where all residents have the opportunity to grow and thrive.