



President's Message



It is essential that every member of our Advocates community shares our commitment to partnership with the people we support, their guardians, friends, and family. Partnership implies openness, warmth, flexibility, and friendliness. People often feel they can grow if they feel encouragement and acceptance. When people feel safe enough to take risks, they can learn from their mistakes and try new things.

EXCERPT FROM
THE ADVOCATES WAY

Dear Friends,

Partnerships. Affiliations. Friendships.

Relationships are at the heart of everything we do at Advocates. We value relationships that are open, warm, flexible, and friendly. We seek relationships that bring new strengths, talents, and perspectives to our work. And we are fortunate to have meaningful relationships with hundreds of partners and friends who share our goal of helping people live healthy, satisfying lives in the community.

On the next few pages, you will read about mergers that are in the works. Community partnerships we've forged. And a few of the friendships the people we support enjoy.

As we think about the future, one thing is certain: we can't provide all of the innovative programming, fun enrichment activities, and critical staff support if we rely solely on government contracts. We depend on our friends, families, neighbors, and the community—and we are grateful for your help, support, and generosity.

I hope you enjoy reading this report. And I hope you know that none of this would be possible without you.

Please call or email me anytime. I'm always open to meeting for a cup of coffee if you'd like to chat more.

I am truly grateful for your friendship.

Warm wishes,

Diane Gould

Diane Gould
President and CEO

YEAR IN REVIEW

AFFILIATIONS

We continued working closely with HMEA and Family Continuity, two respected human service agencies offering services for people with a wide variety of challenges and their families. We look forward to merging on July 1, 2024—and helping more people get the support they need.



Together, we will serve more than 45,000 individuals and families through ten behavioral health clinics, 148 group homes, six family support centers, ten day and employment programs, and dozens of community based programs.

These mergers will strengthen our mission, create more opportunities for employees, and provide new options for individuals and families.

MONGAN INSTITUTE AT MGH



During the pandemic, Advocates partnered with the Mongan Institute at Mass General Hospital, along with six other agencies, on a federal research project to study the best ways to mitigate the spread of COVID-19 and future infectious diseases in group living environments. More than 800 Advocates residents at 62 sites participated in the two-year study!

This was the first research of its kind. Previous studies focused on infectious disease in nursing homes or other shared living locations and did not include community living sites for those individuals with developmental disabilities or serious mental health conditions.

Nearly a dozen research papers are being written for publication in peer reviewed journals including *Royal Society for Public Health* and *Disability and Health Journal*.

DIGITAL INCLUSION



Thanks to a two-year grant from Massachusetts Broadband Institute, we hired a Digital Navigator to help people we support obtain digital devices, develop digital skills, and enroll in low-cost broadband programs. The Digital Navigator will help people learn to use telehealth, explore employment opportunities online, set appointment reminders using calendar apps, and stay connected with family and friends.

PATHWAYS TO INCLUSIVE HEALTHCARE



We launched a new program in partnership with the Eunice Kennedy Shriver Center at UMass Chan Medical School to train recent college graduates planning to attend pre-medical, nursing, dental, or other healthcare graduate programs.

Students work directly with individuals with developmental disabilities at our day program and gain valuable hands-on training along with clinical guidance. At the end of the nine-month program, students receive a certificate in Disability Studies from UMass Chan Medical School.

Along the way, students develop skills needed to provide disability competent healthcare, which will make them better healthcare providers.

HOPEWELL



Last year, we began providing clinical support to 21 adults with developmental disabilities living at five group homes operated by sister agency, Hopewell.

At the end of the year, we assumed full-time care for the residents and overall management of the five homes.

We hired dozens of the staff working in these homes, so residents could maintain longstanding relationships with their staff.

You've got to have friends!



Take a book, leave a book. That's the theory behind the Little Free Libraries that were installed in front of three group homes this summer. Little Free Libraries are a great way for residents to find something new to read and create connections with neighbors. Thanks to Medfield-based Boy Scout Troop 89 for their hard work!



Breakfast, baseball, and bowling, oh my! Thanks to our friends at T-Mobile Accessibility who hosted a series of fun and meaningful events to show our Deaf and Hard of Hearing employees how much we appreciate them—and to create opportunities for Deaf or Hard of Hearing individuals to spend time in the community in fun and accessible environments.



This group of adventurers spent the summer exploring Boston, from Museum of Fine Arts to a Harbor Cruise, from sailing on the Charles to cycling on the Minuteman Bike Trail. What's better than fun with friends?



We opened our new **Community Behavioral Health Center (CBHC) in February** as part of the **State's Roadmap to improve the delivery of behavioral health services.** As one of 26 CBHCs across the state, we provide routine, crisis, and urgent substance use disorder and mental health services. We also provide care coordination, peer services, screening, and coordination with primary care providers. Through the CBHC, we will help more than 8,000 people this year from 31 communities. We are grateful to dozens of friends for their commitment to helping people get the care they need—when they need it—including Congresswoman Katherine Clark; Governors Baker and Healey; EOHHS Secretaries Sudders and Walsh; leadership at MassHealth and Department of Mental Health; and Framingham Mayor Sisitsky.



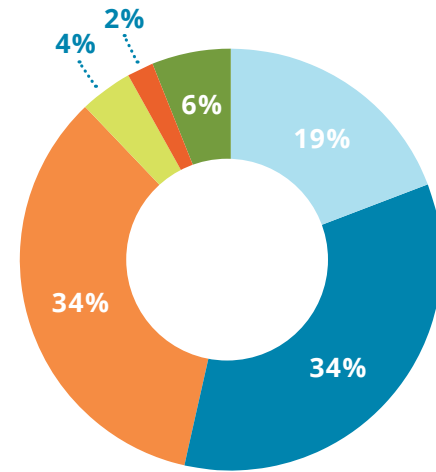
Thanks to DCU for Kids Foundation and TJX Foundation, 50 clinicians received tote bags overflowing with books, games, puzzles, and art supplies this spring. Therapists will use these materials to create trusting relationships with children experiencing social or emotional challenges.



FINANCIAL REPORT (Values in \$000)

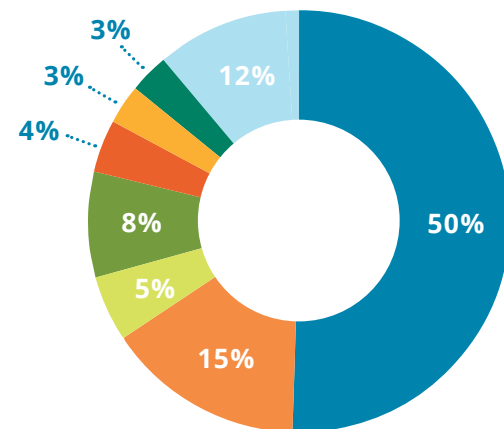
Operating Revenue

Department of Mental Health	19%	29,151
Department of Developmental Services	34%	50,878
Medicare/Medicaid/MassHealth	34%	50,569
Private Insurance	4%	6,296
Client Fees and Rent Subsidies	2%	3,693
Other	6%	8,918
Total	100%	\$149,506



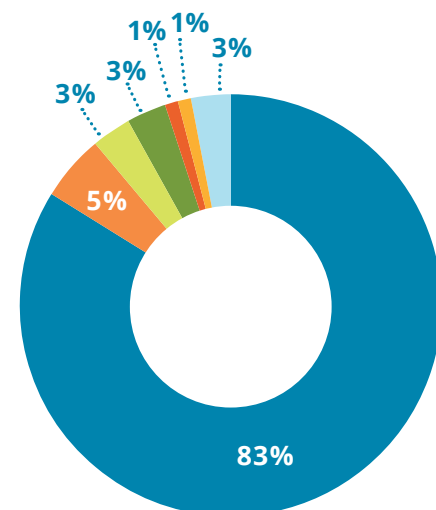
Operating Expenses

Residential Programs	50%	72,953
Outpatient Mental Health & Care Management	15%	21,171
Psychiatric Emergency Services & Crisis Stabilization	5%	7,116
Adult Family Care	8%	11,908
Day & Employment Services	4%	5,634
Community Justice	3%	4,977
Family & Person-Centered Supports	3%	4,446
General & Administrative	12%	16,687
Total	100%	\$144,892



Expenses by Function

Personnel	83%	120,401
Occupancy	5%	7,628
Supplies & Client	3%	4,623
Information Technology	3%	3,959
Transportation	1%	2,000
Training	1%	1,900
Other	3%	4,382
Total	100%	\$144,892



Thank you for your generosity!



Your kindness and support brings joy to our lives, and to the lives of thousands of children, adults, and families.

\$250,000+
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\$100,000 - \$49,999
Anonymous

\$50,000 - \$99,000
Anonymous
Community Care Corps

\$25,000 - \$49,999
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(continued on next page)

Due to space constraints, we unfortunately are not able to list everyone who supported us this year. Please know that we are truly grateful for every single donation of time, energy, or financial resources.

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