



SUFFOLK UNIVERSITY
Moakley Center for Public Management

2018-2019

ANNUAL REPORT

Celebrating 45 Years of Public Service!

**"Serving in Congress is like living in the neighborhood...
You've got to do a lot of listening, and you've got to realize that nobody
has a monopoly on new ideas."
-Joe Moakley**

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SENIOR FELLOWS: Susan Spurlock JD, Michael Lavin PhD, Linda Melconian JD,
John Petrin, MPA, Clarence Cooper, MPA Emeritus, Lauren Hajjar PhD

*Proud Member of the New England Council:
Partnerships for the Talent Pipeline*

About Us

The Moakley Center has been working with local and regional public agencies and nonprofit organizations for over **45 years**, providing education, training, and research opportunities for public servants and community leaders.

Our history goes back to 1973 when the New England Commission provided funding to Suffolk University to develop programs to help the public service workforce do their work more efficiently and effectively. Initially, the focus was academic, resulting in the roll out of the Masters in Public Administration in 1975.

In the 1990s the Center of Public Management, later named after the late Congressman Joe Moakley, recognized the need to go beyond the classroom and developed into a self-sustaining organization within the Sawyer Business School reflecting the goals of Congressman Moakley.

Today, the Moakley Center's mission is to bridge the resources of academia with the needs of the community. Its priorities are to...

- ❖ ***Build human capital in the public service arena***
- ❖ ***Promote dialogue on important public policy issues***
- ❖ ***Support and advise community organizations in meeting their service missions.***

During the 2018-19 academic year, the Moakley Center:

- Undertook ten public discourse, training, evaluation, and technical assistance projects, in partnership with twelve community organizations, earning revenues of over \$500,000.
- Continued longtime partnerships with the Massachusetts League of Community Health Centers, the Massachusetts Providers' Council, Massachusetts Municipal Association, Executive Office of Health and Human Services, the Shriver Center at UMass Medical School, the Department of Children and Families, Communities for People, and Women with Purpose.
- Provided supportive and advisory services to the Holyoke Soldier's Home and the National Organization on Disability (NOD) Campus to Careers Network.

- Together with our community partners, built human capital through seven (7) graduate level public service management year-long/150-hour certificate programs. There were forty-six (46) courses taught by thirty-two (32) Suffolk University adjunct and full-time faculty to 141 enrolled students.
- Hosted the first annual EOHHS Certificate Alumni Event moderated by Secretary of EOHHS, Mary Lou Sudders.
- Launched a new seminar in Financial Management with the Massachusetts Municipal Association.
- Funded two MPA students in the Moakley Entrepreneurial Practice Program (MEPP). MEPP is a three (3) credit PAD graduate course, designed to provide students who have professional experience, with the opportunity to design, implement (up to a \$2,500 budget) and evaluate a project that is intended to improve the impact and/or effectiveness of a public service issue.
- Co-sponsored, with the Ford Hall Forum, the 7th bi-annual Legislative Seminar for new aides held at Suffolk University.
- For the 14th year, in partnership with the Greater Boston Chamber of Commerce, coordinated and presented a daylong seminar, *Connecting Business with Government*, for the Greater Boston Chamber's Future Leaders Program. To date over 655 leaders have completed the workshop.
- Encouraged public dialogue on the housing crisis in Boston at the sold out Spring 2019 Moakley Breakfast Forum.
- Provided training and support for thirty-two (32) DCF involved youth to complete internships through the Summer iWorks program.

The **Moakley Center Team** includes three full time staff
& two-part time staff



Director
Sandy Matava



Associate Director
Nicole Rivers



Assistant Director
Chris Delano



Program Assistant
Dacia Gallow



Graduate Fellow
Hannah Gagnon

Along with... 5 Senior Fellows & 41 Faculty**Certificate and Seminar Faculty**

Sonia Alleyne, *Visiting Professor, Institute for Public Service, Suffolk University*
Alixé Bonardi, *Clinical Assistant Professor, UMASS Medical School*
Arthur Bowes, *Ret. Senior Vice President of Human Resources, North Shore Medical Center*
Brendan Burke, *Associate Professor, Institute for Public Service*
Linda Carlisle, *Ret. Commissioner of Department of Children and Families*
Denise Casey, *Deputy Town Manager, North Andover, Massachusetts*
Les Cavicchi, *COO, Greater Boston Urology*
Steve Cirillo, *Ret. Director of Finance, Brookline, Massachusetts*
John Coderre, *Town Administrator, Northborough, Massachusetts*
Michael Curry, *Senior Vice President of Gov't Affairs, Mass League of Community Health Centers*
Carol Curtin, *Director, UCEDD/LEND Programs UMASS Medical School*
Daniel Driscoll, *Ret. President and Chief Executive Officer, Harbor Health Services, Inc.*
Terri Farrell, *Project Director, AIRC, UMASS Medical School*
Elaine Gabovitch, *State Team Leader, EAP, Department of Public Health, Massachusetts*
Robert Galvin, *Attorney at Law*
Trish Gannon, *Ret. Executive Vice President, Boys and Girls Club*
Nancy Holt, *Finance Director/ Town Accountant, Scituate, Massachusetts*
James Hunt, *President/CEO, Mass League of Community Health Centers*
Elizabeth Kilcoyne, *CEO, Workable Procedures Inc.*
Michael Lavin, *Senior Fellow, Moakley Center for Public Management*
Linda Long-Bellil, *Assistant Professor, UMASS Medical School*
Bernard Lynch, *Founder/Principal Community Paradigm Associates*
Sandy Matava, *Director, Moakley Center for Public Management*
Linda Melconian, *Assistant Professor of Business Law and Public Service, Suffolk University*
Lisa Mead, *Partner, Blatman, Bobrowski, Mead & Talerman LLC*
Mark Milne, *Director of Finance, Barnstable, Massachusetts*
James Montgomery-Hyde, *Vice President of Human Resources, Steward Health Care Systems*
Maria Mossaides, *Director, Office of Child Advocate, Commonwealth of Massachusetts*
John Petrin, *Ret. Town Administrator, Burlington, Massachusetts*
Nicole Rivers, *Associate Director, Moakley Center for Public Management*
Rich Robinson, *Ret. Executive Director, Federation for Children with Special Needs*
John Rochford, *Director, INDEX*
Vincenzo Scibelli, *Chief Operations Officer, North End Waterfront Health*
Jonathan Steinberg, *Chief Assessor, Westborough, Massachusetts*
Sheryl Strother, *Finance Director, Wellesley, Massachusetts*
Maureen Valente, *Ret. Town Manager, Sudbury, Massachusetts*
Patricia Vinchesi, *Ret. Town Manager, Scituate, Massachusetts*
Marc Waldman, *Treasurer/Collector, Wellesley, Massachusetts*
Amy Weinstock, *Director, AIRC, UMASS Medical School*
Jonathan Witten, *Attorney at Law, KP Law*
David Wright, *Executive Director, Black Ministerial Alliance of Greater Boston, Inc.*

Celebrating the Life of Rocco Longo



On Sunday, July 7th we lost a good friend and colleague, Rocco Longo. As we mourn his loss, we celebrate his lifelong commitment to public service.

The conversation began over breakfast in 2009, and in the fall of 2010 a pilot program in Local Government and Leadership was launched in Norwell, Massachusetts. Not surprisingly, the effort was spearheaded by the town manager of Marshfield, Rocco Longo. Working with Nicole Rivers at Suffolk University's Moakley Center for Public Management (MCPM) he found a site, helped recruit local government managers from the South Shore and sponsored several of his own employees to participate in the program.

With his contagious enthusiasm Rocco recruited Richard Kelliher (retiring Town Administrator of Brookline and former MMA President) and then through his unwavering leadership the concept of a formal certificate program was proposed to the Massachusetts Municipal Association (MMA). Just a year later in 2011 the MMA committed to partner with MCPM to offer credit-eligible graduate certificates for municipal managers statewide.

This first-of-its-kind academic program was an instant success. Reading, Watertown, Burlington, Barnstable, Duxbury, Westborough, Andover, Foxboro and Northampton have all been sites for this rigorous teaching/learning experience. To date over 300 graduates having taken courses such as Strategic Leadership, Budgeting and Financial Management, Organizational Change, and Administrative Strategies of Local Government.

For the first several years, Rich Kelliher served as the liaison between MCPM and the MMA. When he was ready to retire (for real) he handed the reigns to Bernie Lynch (former City Manager of Lowell) and in 2018, Bernie passed the torch to Rocco. Life had come full circle. In 2018 Rocco taught his first class, and in addition to this certificate, worked to develop and launch the MMA's first intensive seminar in Financial Management.

In talking about his role in all of this Rocco said he was humbled to be part of the program. That it was an honor for him and (although nervous) he was looking forward to being in the classroom.

Rocco, it is us, your colleagues and the students who had the opportunity to learn from you, who are thankful. It is us who are better for having known you. You will be missed but your legacy as a leader, teacher and a man of integrity will remain forever etched in our memories.

YEAR IN REVIEW...

PROGRAMS THAT BUILD HUMAN CAPITAL

CERTIFICATE PROGRAMS

The Moakley Center continues to have an impressive impact on the education of aspiring leaders in the public service sector. In collaboration with twenty-four different community partners, over the last nineteen years, the Moakley Center has provided extensive graduate level educational opportunities for more than 2,000 Massachusetts public service managers.

To further acknowledge the accomplishment of certificate graduates, and to strengthen their connection to Suffolk University, all Certificate graduates automatically become part of the Suffolk University, Sawyer Business School alumni family. At graduation, students receive a Welcome Letter from Dean O'Neill and a bumper sticker to celebrate their accomplishments.

Moakley Scholars

Many of Suffolk's Certificate Alumni opt to continue their studies in public administration. In September of 2019, **22 (twenty-two)** certificate graduates will matriculate into Suffolk's MPA program (Moakley Scholars). Scholars are listed below by Partner.



LEND

Kristie Clemente
Lynne Dadzie-Yeboah
Bolanie Lareau
Kayla McRoy
Alberto Sagastume
Morgan Riley

EOHHS

Lisa Gardner
Simone Johnson
Marci Lunden
Marybeth McCabe
Deborah Scott
Daniel Arnold

MMA

Brian Howard
Michael McCall

DOR

Tanya Bruno

MLCHC

Allison van der Velden
Annica Smith
Jessica Calabrese
Carole Brignol
Alberto Sagastume
(also a LEND Fellow)

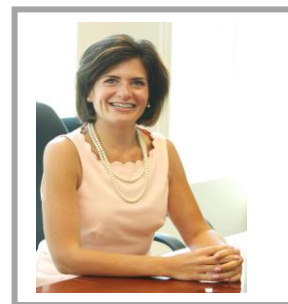
Providers' Council

Aaron Blythe
Melanie Burke
Christina Hope

Highlights of 2019 Certificate Alumni Successes...

Department of Revenue (DOR) Certificate Graduate Tanya Bruno is Awarded the Commonwealth Fellowship for 2019-20

Tanya Bruno is a 2018 graduate of the DOR Certificate in Public Service Leadership and Management and is the Director of Revenue and Accounting at DOR. The Commonwealth Suffolk Fellowship Program (which is extremely competitive) offers exceptional managers and employees in professional positions the opportunity to attend the Masters in Public Administration (MPA) program at the Suffolk University Sawyer School of



“I cannot tell you how grateful we are for this gift. Sounds so simple but when you have so few things, you don’t want to lose them”

Lyndia Downie, President & Executive Director Pine Street Inn

Provider’s Council Certificate Graduate, Charlton Reid, receives a \$400 Startup Grant to Purchase Lockers for Guests of the Pine Street Inn

As part of a course assignment in the Alternative Revenue Strategies class, Charlton Reid, submitted a proposal to purchase locks for the Pine Street Inn’s most vulnerable/new guests. New guests are often unaware of their dorm policy which requires all bags be stored in lockers. Since guests cannot afford to purchase locks they are at risk of having their only possessions stolen.

MMA Certificate Graduate, Brian Howard, Acting Town Manager of Randolph becomes Permanent Town Manager by a 7-2 Vote

State Sen. Walter Timilty, D-Milton, surprised acting Town Manager Brian Howard by bringing him a certificate from Suffolk University Monday night during the Randolph Town Council meeting. Timilty told the body that Howard had missed his own graduation in order to attend the town council meeting during which he **interviewed and later was appointed** as the permanent town manager. *WickedLocal, June 27, 2019*

Mass League Certificate Graduate, Alberto Sagastume Awarded LEND Fellowship for 2019-20

Originally from Florida, Al Sagastume moved to Worcester and found his calling at the Edward M. Kennedy Community Health Center. Committed to the mission of community health centers and to expanding his knowledge of services to individuals with disabilities he applied and was awarded one of six available fellowships in the LEND program.

UMass Medical School/Shriver Center LEND Program

For nineteen years, the Moakley Center has partnered with the Shriver Center's Leadership Education in Neurodevelopmental and Related Disabilities (LEND) program to offer a *Certificate in Disability and Health Policy* and a joint *LEND/MPA program*. The LEND program is dedicated to understanding and improving the challenges faced by individuals with intellectual and developmental disabilities (IDD) and their families.

The LEND program is a Human Resources and Services Administration (HRSA) initiative. There are 40 LEND programs across the country, but Shriver's LEND program stands out because of its unique relationship with the Moakley Center. LEND fellows participating in the certificate program can elect to apply their \$12,000 fellowship award from HRSA towards an MPA at Suffolk University. In addition, Suffolk generously gives a one semester fulltime scholarship to LEND fellows and allows for up to 12 graduate credit waivers (for classes completed in the certificate program). As a result, LEND fellows taking MPA courses during their LEND experience have only 3 remaining courses to complete upon graduation from the certificate program.

Carol Curtin and Sandy Matava are the Center's liaisons for the LEND program.



2019 LEND GRADUATES

Executive Office of Health and Human Services/EOHHS

This year marked the fifth year of partnership with the Executive Office of Health and Human Services (EOHHS) and the *Certificate in Human Service Leadership and Management*. A total of twenty-eight (28) students graduated in June 2019, coming from departments across the agency including Dept. of Children and Families (DCF), Dept. of Transitional Assistance (DTA), Dept. of Mental Health (DMH), Dept. of Public Health, Dept. of Youth Services (DYS), MassHealth, Dept. of Education (DOE), and the Executive Office of Health and Human Services.

Laura Leicach-Alleyne, Director of EOHHS Center for Staff Development is the liaison for the program and the Center.



EOHHS 2019 GRADUATES



EOHHS ALUMNI

In June of 2019, the Moakley Center hosted the **First Annual EOHHS Certificate in Human Services Leadership and Management Alumni Event**. Over 50 graduates attended and spent the afternoon generating solutions to several important challenges facing the Commonwealth. The conversation was moderated by Secretary Sudders and showcased the knowledge, innovation and dedication of the participants to improving state services.

The Massachusetts Council of Human Service Providers

After eighteen years, the Providers' Council has celebrated over 500 graduates receiving a *Certificate in Nonprofit Human Services Management*. The Providers' Council is the state's largest human service trade association and is widely recognized as the official voice of the private provider industry. The twenty-eight (28) students in the 2019 graduating class represented 15 different nonprofit organizations including ABCD, Bay Cove Human Services, Bridgewell, Case Myrna, Centerboard, Community Work Services, Hope Restored, Home for Little Wanderers, Metropolitan Boston Housing, NFI Massachusetts, Northeast Arc, On the Rise Inc., Pine St. Inn, Robbins Children's Program, Roxbury Youthworks, South Shore Support Services, The Haven Project, Victory Human Services, and Walnut St. Center.



PROVIDERS' COUNCIL 2019 GRADUATES

Massachusetts Municipal Association (MMA)

For the seventh consecutive year the Massachusetts Municipal Association (MMA) offered a *Certificate in Local Government Leadership and Management*. In 2019, the program was offered in two locations (Foxborough and Northampton). There were **37** participating communities including Amherst, Bellingham, Bourne, Buckland, Chelmsford, Danvers, Easthampton, Easton, Foxborough, Franklin, Grafton, Great Barrington, Lakeville, Lee, Lenox, Littleton, Mansfield, Natick, Needham, Norfolk, Northampton, Norwood, Pittsfield, Raynham, Richmond, Shirley, Southborough, Springfield, Stoughton, Sturbridge, Sudbury, Uxbridge, Westborough, Westwood, Worthington and Wrentham.

Sr. Fellow John Petrin, Retired Town Manager of Burlington and Katie McCue, Director of Administration & Finance are the Center's liaisons with the MMA.

MMA/MCPM Offers Seminar in Municipal Financial Management

In March of 2019, MMA launched a new seminar for local government managers in financial management. **Twenty-four (24) students completed the seminar** which was held over 5 weeks in Westborough. Topics included Municipal Finance Law, Capital Budgeting, Local Option Taxes, Internal Controls, Tax Recapulation, Property Assessment, Personnel Management and Financial Forecasting.

The Seminar will be offered in the Fall of 2019 in New Bedford and in Newton in the Spring of 2020.

"The program provides an immersive view of municipal finance beyond the narrow scope of their current positions. Hopefully this may propel them to pursue one of the many avenues of government that they may not have previously understood as a potential career path."

John Steinberg, Chief Assessor, Westborough





2019 MMA NORTHAMPTON GRADUATES



2019 MMA FOXBOROUGH GRADUATES

Massachusetts League of Community Health Centers (MLCHC)

In its 17th year of offering the *Certificate in Community Health & Community Health Center Management*, the Mass League celebrated its 447th graduate. Program sponsors included: Boston Health Care for the Homeless, Brockton Neighborhood Health Center, Codman Square Health Center, Community Health Center of Cape Cod, Community Health Center of Franklin County, East Boston Neighborhood Health Center, Edward M. Kennedy Community Health Center, Greater Lawrence Family Health Center, Harbor Health Services, Inc., Lowell Community Health Center, Lynn Community Health Center, Manet Community Health Center, MGH Charlestown HealthCare Center, MGH Community Health Associates, North End Waterfront Health, North Shore Community Health Center, and Southern Jamaica Plain Health Center.



2019 MLCHC GRADUATES

MOAKLEY ENTREPRENEURIAL PRACTICE PROGRAM (MEPP)

The Moakley Entrepreneurial Practice Program is a three (3)-credit PAD graduate course, designed to provide students who have professional experience, with the opportunity to design, implement and evaluate a project that is intended to improve the impact and/or effectiveness of a public service issue.

The MEPP provides up to \$2,500 for a student to use in carrying out the project, can last up to twelve months and provides each student with a Project Coach who will be available for at least 30 hours over the duration of the program. It is expected that a MEPP student will spend a minimum of 100 hours carrying out the project and will make a formal presentation to invited guests (including IPS faculty) upon completion.

Two students worked on projects during the 2018-2019 academic year. Tren Le is working with project coach Linda Carlisle (former Commissioner of the Department of Children and Families) on creating a new nonprofit that cultivates literacy for economically disadvantaged children in Vietnam.

Oumou Cherif worked with project coach Sandy Cades (CFO, Communities for People) on building sound financial practices for her nonprofit (the Children Education Alliance). Working with her job coach Oumou was able to institute sound financial practices and create a new website for CEA.



In March 2019, members the CEA team took a trip to École Primaire de Bamban in Kindia, Guinea to visit students. During their visit, school supplies (notebooks and pencils) were disturbed among 400 students from grades 1st - 6th.

LEGISLATIVE ACADEMY

New legislators have the opportunity to learn about their key responsibilities at a freshman training session, held at UMass Amherst. Since 2005, under the leadership and direction of the offices of the House Speaker and President of the Senate, a similar learning opportunity has been available for legislative staff: The Massachusetts Legislative Academy Staff Seminar. The 7th bi-annual seminar was held at Suffolk University and co-sponsored by the Moakley Center and the Ford Hall Forum on January 23 and January 24. Fifty-five (55) new legislative staffers attended the two half-day seminar that featured a number of topics and key stakeholders.



Marisa Kelly (President of Suffolk University), Susan Spurlock (Director of the Ford Hall Forum), the Honorable Karen Spilka, Nicole Rivers (Associate Director MCPM), William O'Neill (Dean of the Sawyer Business School)



Susan Spurlock (Director of the Ford Hall Forum), Sandy Matava (Director MCPM), the Honorable Robert DeLeo., William O'Neill (Dean of the Sawyer Business School)

Massachusetts State Legislative Academy Staff Seminar

January 23 and 24, 2019

8:30 am-1:00 pm

Suffolk University, Sargent Hall, 120 Tremont Street, Fifth Floor Commons, Boston

Presented by Suffolk University's
Moakley Center for Public Management and the Public Policy and Practice Hub

Agenda for Wednesday, January 23, 2019

- 8:30 a.m. **Check-in, Breakfast, Introductions and Networking**
- 9:30 a.m. **Welcome and Introductions**
Sandy Matava, Director, Moakley Center for Public Management
Marisa J. Kelly, President, Suffolk University
- The Importance of Good Public Service**
The Honorable Karen E. Spilka, Massachusetts Senate President
- 10 a.m. **Legislative Aides: What Are the Five Most Important Things You Need to Know?**
Moderator: Richard Taylor, Suffolk University Business Law Executive in Residence,
Director, Center for Real Estate, and Former Massachusetts Secretary of
Transportation
- Mary Anne J. Padien, Chief of Staff, Office of Senate President Spilka
Seth Gitell, Chief of Staff, Office of House Speaker DeLeo
Johannes "JB" Buchanan, Chief of Staff, Office of Senate Assistant Minority Leader
Humason
Michael Smith, Deputy Chief of Staff, Office of House Minority Leader Jones
- 11:00 a.m. **The Legislating Process, including the State Budget: How Does it Work?**
Moderator: Richard Taylor, Suffolk University Business Law Executive in Residence,
Director, Center for Real Estate, and Former Massachusetts Secretary of
Transportation
- Michael Hurley, Clerk, Massachusetts Senate
Steven T. James, Clerk, Massachusetts House of Representatives
- 12:00 p.m. **Another Very Important Thing ... Dealing with the Press**
Moderator: Greg Gatlin, Vice President of Communications, Suffolk University
Colin Young, Reporter, State House News
Stephanie Murray, Reporter, POLITICO, Massachusetts
Sarah Blodgett, Communications Director, Office of Senate President Spilka
Catherine Williams, Communications Director, Office of House Speaker DeLeo
- 1:00 p.m. **Wrap-up and Academy Evaluation**

Agenda for Thursday, January 24, 2019

- 8:30 a.m.** **Check-in and Breakfast**
- 9:00 a.m.** **Welcome and Introductions**
Susan H. Spurlock, Director, Public Policy and Practice Hub, Suffolk University
William J. O’Neill Jr., Dean, Sawyer Business School, Suffolk University
- The Importance of Good Public Service**
The Honorable Robert A. DeLeo, Massachusetts House Speaker
- 9:30 a.m.** **Massachusetts Financial Issues and Outlook for 2019-2020**
Moderator: Brendan F. Burke, Associate Professor Institute for Public Service,
Senior Fellow Moakley Center for Public Management
- Christopher Marino, Budget Director Senate Committee on Ways and Means
David Bunker, Budget Director, House Committee on Ways and Means
- Eileen McAnneny, President, Massachusetts Taxpayers Foundation
Phineas Baxandall, Senior Policy Analyst, Massachusetts Budget and Policy Center
- 10:30 a.m.** **Constituent Services**
The Public Service Legacy of Congressman Joe Moakley (Video)
Moderator: Maria Mossaides, Commonwealth Child Advocate, Moakley Center for
Public Management Faculty
- Puja Mehta, District Director, Office of Senate President Spilka
Shelly MacNeill, Chief of Staff, Office of Senator Michael O. Moore
Joan Moscillo, Office of Speaker DeLeo
Doreen Burgess, Chief of Staff, Office of Representative Thomas Golden
- 12:00 p.m.** **Acting Ethically**
Moderator: Maria Mossaides, Commonwealth Child Advocate, Moakley Center for
Public Management Faculty
- David Giannotti, Chief, Public Education and Communications Division, State Ethics
Commission
James Kennedy, Chief Legal Counsel, Massachusetts House of Representatives
Amy Nable, Senior Assistant Legal Counsel to the Massachusetts State Senate
- 1:00 p.m.** **Wrap-up and Academy Evaluation**

PROMOTE DIALOGUE ON IMPORTANT PUBLIC POLICY ISSUES

THE CHAMBER EVENT

Suffolk University Sawyer Business School's Moakley Center for Public Management (MCPM) in partnership with the Greater Boston Chamber of Commerce, coordinated and presented a daylong seminar, Connecting Business with Government, for the Boston Chamber's Future Leaders Program (*see agenda below*). For the past **14 years** the program has illustrated the positive and innovative collaborations between the business and governmental sectors.

To date over 655 leaders have completed the workshop. In October of 2018, approximately 50 members of this year's class participated in the seminar held at the Massachusetts State House. Participants represented numerous industries such as accounting, consulting, insurance, career services, finance, sales, and marketing.

Individual speakers were utilized to describe the connections between the government and the business sectors. In addition, participants received a resource binder comprised of detailed documentation on the **Legislative Committee** and **Executive Branch** Meetings and the groups within each (Budget, Economic Development and Transportation).

Assistant Secretary of MassHealth, Dan Tsai and Boston Globe reporter Adrian Walker were two of several speakers who offered remarks to the future business leaders.



Assistant Secretary Dan Tsai
Executive Office of Health & Human
Services, Mass Health



Adrian Walker, Reporter
Boston Globe



Connecting Business with Government

October 11, 2018

PRESENTED BY

Suffolk University Sawyer Business School
and
Greater Boston Chamber of Commerce
for
Boston's Future Leaders
at
Massachusetts State House

9:30-9:45 Registration and breakfast in the Great Hall, State House

9:45-10:00 **Welcome and Introductions**
William J. O'Neill Jr., Dean, Sawyer Business School
James E. Rooney, President & CEO, Greater Boston Chamber of Commerce

10:00-11:00 **Government Affairs Panel**
Moderator: Carolyn Ryan, Senior Vice President, Policy & Research, Greater Boston Chamber of Commerce

Panelists:

- Julie Cox, VP of Legislative Affairs at ML Strategies
- Elana Margolis, Senior Director for State Government and Regulatory Affairs, BCBS
- Jeevan Ramapriya, Managing Director – Public Policy and Government Affairs, State Street
- Tamara Small, Senior VP Government Affairs, NAIOP Massachusetts

- 11:10-11:50** **Tour of State House** (State House Tour & Information Desk, Doric Hall, 2nd Floor)
- 12:00-1:00** **Luncheon Media Speaker:**
Adrian Walker, Reporter, Boston Globe
- 1:05-1:55** **Breakout Session 1**
Group A Member's Lounge (3rd Floor, next to the House Chamber):
Assistant Secretary Dan Tsai,
Executive Office of Health & Human Services, MassHealth
Group B Room 350:
Secretary Rosalin Acosta,
Executive Department of Labor and Workforce Development
- 2:00-2:50** **Keynote Speaker, Great Hall**
Dr. Mary A. Burke, Senior Economist,
The Federal Reserve Bank of Boston
- 2:55-3:20** **Wrap-up and Report Backs**
William J. O'Neill Jr. and James E. Rooney
Reporters:
Jen Bock, Attorney, McDermott Will & Emery LLP for
Assistant Secretary Dan Tsai, Executive Office of
Health & Human Services, MassHealth
Meredith Kaplan, Vice President, State Street Corporation for
Secretary Rosalin Acosta, Executive Department of
Labor and Workforce Development
- 3:20-5:00** **Optional Exercise: Civic Engagement**
Visit your representative or senator (pre-arranged) or
introduce yourself to staff if you have not made an
appointment

MOAKLEY BREAKFAST FORUM

From 1953 – 2001, John Joseph Moakley dedicated his life to public service. Joe Moakley served his constituents, communities, state and nation with integrity, diligence, and courage.

Suffolk University, in collaboration with community partners created the Moakley Breakfast Forum to honor and promote Congressman Moakley’s outstanding legacy in public service and to evoke his passion for engaging communities in the discourse of public life. The Breakfast Forum includes the presentation of a public service award.

The subject of the 2019 Moakley Breakfast Forum was “The Greater Boston Housing Dilemma, who has Skin in the Game”. The 2019 Moakley Public Service Award was presented to the *Union at 48 Boylston Street*.



The 48 Boylston property was built by the Boston Young Men's Christian Union in 1875, in pursuit of its mission to engage in charitable work, and operated for over 150 years. In honoring this legacy, St. Francis House and the Planning Office for Urban Affairs of the Archdiocese of Boston purchased, developed, and opened the property, The Union at 48 Boylston, as a means of continuing to serve those in need. This collaborative effort created forty-six units of affordable housing to help homeless residents – with incomes below \$43,440 - transition back into a safe and sheltered environment.



The Union at 48 Boylston was made possible by key partners and leaders in the nonprofit, public, and private sectors of Massachusetts.

THE GREATER BOSTON HOUSING DILEMMA

Who has Skin in the Game?

MOAKLEY BREAKFAST FORUM

8:30 AM TO 10:00 AM
(BREAKFAST AT 8:00 AM) ♦
MAY 16, 2019

SUFFOLK UNIVERSITY - SARGENT HALL
120 TREMONT STREET, BOSTON MA
5TH FLOOR COMMONS



Richard Taylor
Director of the Center for
Real Estate at Suffolk
University

Chrystal Kornegay
Executive Director of
MassHousing



Jay Ash
President and CEO of
Mass. Competitive
Partnership

Karen LaFrazia
President and CEO of St.
Francis House



Joseph Curtatone
Mayor of Somerville, MA



RSVP via **Eventbrite** at
<https://moakleybreakfast.eventbrite.com>

PFEIFFER MPA STUDENT ENRICHMENT ENDOWMENT FUND

David Pfeiffer was a long time Chair of the Suffolk University's Department of Public Management. He was a highly regarded teacher and writer of public policy issues (particularly those that affected people with disabilities) and an ardent supporter of the work of the Moakley Center. He retired to Hawaii in 1997 where he was a Resident Scholar in the University of Hawaii's Center on Disability Studies. Shortly before his death in 2003 he helped to develop a Comparative Public Policy course in Hawaii for Suffolk students.

In his honor, the Moakley Center for Public Management established a Pfeiffer Student Enrichment Fund in 2013. The purpose of the fund is to support the extra costs involved when students participate in enriching activities such as conference, seminars, and travel courses. Through these opportunities, the Moakley Center hopes to encourage the inclusion of issues that affect people with disabilities in all public policy conversations.

In 2019, two MPA two students were awarded travel scholarships toward the Comparative Public Policy Travel Course (Dan Santos for Ireland and Emily Martin for Puerto Rico).

*"While city buses in **Ireland** were modern, they were tight and narrow with multiple levels and limited accessibility. Train platforms frequently had large gaps which could be difficult for some individuals to negotiate, which brought to mind the warning found on U.K. trains to "mind the gap."*

Overall, in comparing public accessibility in Ireland to the U.S., I found that they are quite significantly behind; even more so than the 15-year difference in laws would suggest they should be."

-Dan Santos, Award Recipient

*"Although I had traveled to **Puerto Rico** with a mindset of what would be the subject of my reflection upon returning to the mainland, my conversations during the experience have completely transformed by thoughts on how important words are. I learned that "individuals with a disability" are now referred to as "individuals with functional diversity."*

At the end of the day, we are all individuals who function in life in diverse ways, and I feel like this is a great term to indicate that someone may be different, and that it is not a bad thing."

- Emily Martin, Award Recipient

The Pfeiffer Fund has eight \$500 awards available for 2019-20. Senior Fellow, Lauren Hajjar, serves as the main contact for the fund.

SUPPORT & ADVISE COMMUNITY ORGANIZATIONS

The Moakley Center undertakes a variety of projects designed to support public service work carried out by both public and nonprofit organizations in the community. Some of the work is done under contract, some on a pro bono basis and some by serving on Boards of Directors. For example, MCPM's Director served as a Proposal Reviewer for the **Mass Charter School Office**.

In 2018-19, The Moakley Center established two contractual agreements with organizations across the public service spectrum engaging with nonprofit organizations, local government and state agencies. One of the benefits of the work conducted by the Moakley Center is that it provides students with an opportunity to assist with the projects. This allows graduate students the opportunity to practice the skills they are learning in the classroom and network directly with community organizations (which in a number of cases has led to employment opportunities upon graduation from the MPA program).



Located in Roxbury, Higher Ground's mission is to be a catalyst for collective action that works with residents and partners to achieve excellent outcomes in education and to promote the health and well-being of children and families in Roxbury, Dorchester and Mattapan. A long-time partner with Higher Ground, the Moakley Center was asked by Higher Ground in June of 2019 to serve as its research partner on a planning grant for Boston Children's Health Equity (CHEq) Initiative. The CHEq Initiative will support collaborative projects with in specific Boston communities to improve the health and well-being of children and families. The selected projects will foster new and long-lasting systems that promote and strengthen neighborhood cohesion.

Soldiers' Home in Holyoke



Since 1952, the Soldiers' Home in Holyoke (SHH) has provided healthcare services to eligible veterans of the Commonwealth of Massachusetts. SHH is a state-funded healthcare facility authorized by Chapter 115A of the Massachusetts General Laws. SHH operates within the Department of Veterans' Services (DVS), which is organized under the Executive Office of Health & Human Services (EOHHS).

According to its website, SHH's mission is "to provide care with honor and dignity and the highest quality of personal healthcare services to Massachusetts Veterans." SHH has a seven-member board of trustees appointed by the Governor and its day-to-day operations are overseen by a superintendent appointed by the Secretary of Health and Human Services and reporting to the Secretary of Veteran's Services.

SHH operates a healthcare facility consisting of two buildings. One building, the Domiciliary, is a dormitory for 30 full-time residents whose age ranges from 50 to 90 years old. The main building is a 247-bed facility that contains areas for veteran healthcare, hospice care, memory care unit, a dental clinic, a veterans' assistance center, and a multiservice outpatient department.

Concerned with the significant increase of overtime and in an effort to ensure adequate care of the veterans at SHH, the Moakley Center for Public Management (MCPM) at Suffolk University was asked by the Executive Office of Health and Human Services (EOHHS) in January of 2019 to assess the current nursing staff plan and identify factors contributing to overtime. MCPM completed a similar study for the Soldiers' Home in Chelsea in 2016. For the project, a specialist in Human Resources, Arthur Bowes, was engaged as well as graduate student, Robert Brutus, from Suffolk University's Master's in Ethics and Public Policy Program. Nicole Rivers, Associate Director, was the principal investigator.

The report was completed and distributed to all stakeholders in August of 2019.

CAMPUS TO CAREERS NETWORK

NATIONAL ORGANIZATION ON
DISABILITY

The National Organization on Disability (NOD) is a private, non-profit organization that promotes the full participation and contributions of America's 57 million people with disabilities in all aspects of life. According to its website, the organization was created after the United Nations proclaimed 1981 as the International Year of Disabled Persons, in order to promote the full and equal participation of people with disabilities in all aspects of life. At the year's conclusion, representatives from 48 states met in Washington, DC, and formed the National Office on Disability to continue the momentum towards the UN's goal. Alan A. Reich was appointed to lead the new organization, and the following year the name was changed to the National Organization on Disability (NOD).

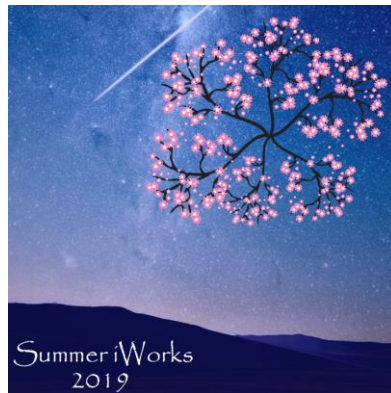
The National Organization on Disability focuses on increasing employment opportunities for the 80-percent of working-age Americans with disabilities who are not employed. To achieve this goal, NOD works with leading employers and partners with educational and philanthropic institutions to pilot innovative approaches to disability inclusion, then scales these up into initiatives with even broader impact.

One of these innovative programs is Campus to Careers which is focused on bringing together higher education and employers together. Partnering with Work Without Limits, NOD has established partnerships with seven employers (Boston Children's Hospital, Deloitte, JPMorgan, Chase & Co., Partners HealthCare, PwC, Raytheon and Spaulding Rehabilitation Network). Campus to Careers is focused on connecting Career Centers and Disability Services at 7 schools (Brandeis, UMass Amherst, UMass Dartmouth, Northeastern, Holy Cross, Westfield State and Worcester State).

The Moakley Center has been asked to evaluate the impact of Campus to Careers on the hiring of college graduates with a disability. The full assessment of the 3-year pilot will be disseminated in January of 2021.

iWorks

The Moakley Center's largest and longest standing community service program is a direct result of a thirteen year collaboration with the **Massachusetts Department of Children and Families and Communities for People**. United by a common goal to provide youth with opportunities to gain work experience, develop successful work habits and understand the importance of saving money the three organizations developed and implemented a summer paid internship program (iWork's). The programs has not only been a benefit to youth who are in internships or find permanent competitive employment jobs, but the social workers who refer them, the agencies and the corporations who benefit from a qualified, trained and supported workforce.



To date, five hundred and forty-nine (549) youth have successfully graduated from the summer iWorks program.

iWorks Summer 2019

In 2019 Summer iWork's three (3) month program cycle was expanded to include four consecutive trainings which took place prior to the beginning of the part-time (15-20 hr) six week internship placement. The trainings provided the opportunity for youth and job coaches to build a relationship prior to the start of the internship. They also helped youth to interact more with each other and resulted in youth having a stronger skill set before starting their internship. The program change resulted in 75 percent (75%) of participating youth completing the program. **A total of 32 graduates.** Forty-five percent (45%) of youth participated in the savings program with total savings of \$1,680 (\$840 from their weekly stipends and \$840 in matched funds) Twenty (20) different organizations served as placement sites.

iWorks Graduation Summer 2019

The Summer iWorks Program celebrates youth success by holding an end of summer graduation ceremony. There were approximately 80 attendees, which included youth and their families along with social workers, supervisors, DCF and CFP leadership.



Commissioner Linda Spears talks with Graduating Youth

Fall iWorks 2018

The fall iWorks internship programs was developed to meet the needs of youth served by the Department of Children and Families (DCF). The goal of the Fall iWorks program is two-fold. First, it allows youth to continue their summer internship into the school year and second, it allows new youth to enter the program in order to gain work experience. Both continuing and new youth get the opportunity to participate in enrichment workshops, earn money and receive one on one support from job coaches.

The iWorks afterschool internship program is a part-time (10 hours per week) paid internship program that allows youth to gain useful employment experience with the support of a job coach. The program also provides youth with an opportunity to participate in 4 exploratory workshops which will aid them in transitioning toward adulthood and independence.

Fall 2018 Highlights

Last fall, five (5) of the youth continued their summer internship into the fall. Three of the five were hired as a result.



Youth Success Stories

Youth #1 has been working at the **Suffolk County Court House** since Fall 2017 when she first started participating in the iWorks program. Her supervisors have attested to her personal and professional growth since working in their offices, commenting on her good work ethic, effective communication, and determination.

Youth #2 has been working with **DogPort**, a local dog walking company, since he first started the iWorks program in Spring 2018. Through his work with Dog Port, Max has been able to improve his confidence. His on-site supervisor gives rave reviews on Max's willingness to help outside of his scheduled times and his dedication to the job.

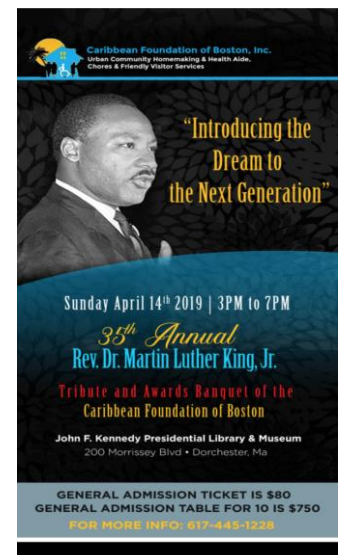
Youth #3 has been participating in the iWorks program since Summer 2017. In his time in the program, he has had the opportunity to work for a graphic design studio and **Everett Community Growers** to diversify his resume. With these new experiences, He isn't afraid to ask questions and start meaningful conversations. Through his work experience, he has been able to gain more confidence in his abilities. In fact, he is now the official photographer at his school's events.

The Summer iWorks program which has been providing youth with paid summer internships, job coaching and pre-internship training for fifteen years was recognized by the Caribbean Foundation during its annual award ceremony in the Spring of 2019.

The Caribbean Foundation is a nonprofit agency that was established in 1973. The organization was founded by a group of Caribbean women who wanted to expand home care for their culturally diverse and economically disadvantaged community.

Summer iWorks is a collaborative effort between the Moakley Center, Communities for People and the Department of Children and Families.

Summer iWorks Receives Award at the 35th Annual Dr. Martin Luther King Tribute and Awards Banquet.





Women with Purpose is an organization that empowers, educates and advances women of color through professional development seminars, empowerment workshops, and networking events. WWP creates a safe, inclusive and inspiring tribe of diverse women who lead authentically, strive to become a better version of themselves, and empower one another. Its mission is to offer unparalleled skill-building opportunities and resources to equip women with the essential tools to advance personally and professionally.

During the fall of 2018 and spring of 2019, Women with Purpose held five professional development seminars at Suffolk University. Attendance at each event averaged approximately 40 participants. There was an increased diversity in the participants in terms of age and geographic residence. Fifty percent (50%) of the attendees were new to the organization. Key seminar themes included mental health, civic engagement, salary negotiation, exploring alternative career paths, and entrepreneurship.

Speakers ranged from representatives from the Mayor's Office of Women's Advancement and Representative Liz Miranda to prominent mental health professionals and businesswomen in the Greater Boston community. Women with Purpose has grown to host networking events and will continue to host seminars in fall 2019. Women with Purpose partners with the Moakley Center to offer these events.



Moakley Center Plans for 2019-2020 include:

- Continue to expand the Moakley Fellowship Programs, particularly the Moakley Breakfast Series, Moakley Public Service award, Moakley Washington Fellows internships, and joint efforts with Suffolk's Moakley Archives and Institute. The goal is to actualize the legacy of Congressman Joe Moakley and to create conversation and inspire action in the public arena.
- Continue and expand our commitment to develop human capital in the public service field with affordable and accessible models of education through our **eight scheduled Certificate Programs** offered in partnership with our community partners.
- Collaborate with the Institute for Public Service, the Government Department, and the Ford Hall Forum to launch a new school in public engagement.
- Organize and launch two sessions of the MMA Financial Management Seminar.
- Provide support to the National Organization on Disability by serving as the evaluator for the Campus to Careers Network.
- Continue the Department of Children and Families' summer and fall internship (iWorks) for DCF involved youth in the Greater Boston area.
- Engage in a new evaluation collaboration with Higher Ground (and nine community partners) for the Children's Health Equity project (funded through Boston's Children's Hospital).
- Recruit new certificate faculty.
- Improve the Moakley Center's social media presence and revamp the MCPM website.
- Survey certificate alumni to assess the impact of the Certificate Program on their career and facilitate future engagement.
- Work with our Certificate Partners to explore opportunities to make post-certificate education more affordable.