



**WORKING RECOVERY**

*A Symposium*

# PROGRAM

## ***WORKING RECOVERY:*** **Why Employment is Pivotal to Sustained Addiction Recovery**

**September 14, 2021 / 10:30 a.m. to 4:30 p.m. ET**

This virtual symposium, ***WORKING RECOVERY***, is sponsored by Massachusetts Access to Recovery (ATR), a project of Advocates for Human Potential, Inc. (AHP), and funded by the Massachusetts Department of Public Health/Bureau of Substance Addiction Services (BSAS).





## ABOUT

**WORKING RECOVERY: Why Employment is Pivotal to Sustained Addiction Recovery** is a virtual symposium exploring employment as an essential tool for recovery from substance use. It is geared toward introducing a national audience to opportunities for using employment as a key support to sustaining long-term recovery.

The primary goals of this symposium are to inform and inspire the field about the importance of employment to one's recovery and to showcase how a proven program in Massachusetts has successfully addressed this head-on and can be replicated by other states.

Addiction is more prevalent among unemployed individuals. In addition, substance misuse increases the likelihood of unemployment and decreases the chance of finding and holding a job. Add to that the fact that the vast majority of working-age adults with a substance use disorder (SUD) continue to face structural and attitudinal barriers that block their access to steady employment and economic security, and you have an untenable situation. This symposium will focus on best practices that can be put into place to make positive changes in this cycle.

The symposium features a series of panel discussions that highlight a range of voices and experiences from all areas of the employment and recovery continuum, including experts in social determinants of health; workforce development specialists; individuals in recovery; and international, national, and regional leaders. Participants will leave with concrete ideas, resources, and examples to help them begin the work of using employment as a recovery tool and building a high-quality, recovery-oriented workforce development program.



At Advocates for Human Potential, Inc. (AHP), we believe it is important to establish a recognition in the behavioral health field that employment is critical to recovery success and the two should be intimately intertwined. Building that link takes hard work and program customization to serve people with SUDs most effectively.”

—Neal Shifman, AHP CEO



# AGENDA

TIME (EDT)	DESCRIPTION
10:30 a.m. – 11:00 a.m.	<b>WELCOME AND OPENING</b> Keynote Address  <b>Welcome:</b> Rebecca Starr, M.B.A., M.S.W., LICSW, <i>Project Director of MA Access to Recovery (ATR), AHP</i> <b>Keynote via Video:</b> Martin J. Walsh, <i>U.S. Secretary of Labor</i>
11:00 a.m. – 12:00 p.m.	<b>ANSWERING THE WHY:</b> What Does the Research Say About the Importance of Employment to Recovery?  Employment is a critical building block in the addiction recovery process and may help people stay engaged in treatment while buffering relapse risk. Moreover, employment represents a link to other forms of recovery capital that are key for ensuring sustained addiction remission. Learn from international scholars why employment is so vital to the addiction recovery process, and why it should be not only encouraged but championed by everyone who works with this population.  <b>Moderator:</b> Rebecca Starr, M.B.A., M.S.W., LICSW, <i>Project Director, ATR, AHP</i> <b>Panelists:</b> Dr. David Eddie, Ph.D., <i>Assistant Professor, Massachusetts General Hospital, Harvard Medical School</i> Dr. David Best, Ph.D., <i>Professor, Derby University, England</i>
12:00 p.m. – 12:30 p.m.	<b>Lunch break on your own</b>
12:30 p.m. – 1:30 p.m.	<b>BANDING TOGETHER:</b> Cross-Systems Collaboration is Key  Have you ever played the game “telephone,” where a message is passed from one person to another, only to be so garbled by the end that the original intention was lost completely? For individuals with a substance use disorder, navigating various systems to piece together recovery support can often feel like a high-stakes version of this game. In this session, leaders from higher education and workforce development will discuss how working with people in recovery has encouraged them to adapt or completely change their respective organizations and to operate across systems to create customization of their programs for this population.  <b>Moderator:</b> Casey Tiefenwerth, M.S.W., LCSW, <i>ATR Program Manager for CBI (Career Building Initiative), AHP</i> <b>Panelists:</b> Doreen Treacy, M.Div., <i>Vice President, MassHire/Downtown Boston (American Jobs Center)</i> Josephine (Joey) Cuzzi, <i>Executive Director, New England Culinary Arts Training (NECAT)</i> Vinnie Rege, M.S., <i>Dean, Business and Experiential Education, Bristol Community College</i> Ramona Rivera-Reno, M.S., GCDF, <i>Executive Director of Re-Entry &amp; Recovery Services, AHP</i> <i>Consultant, MassHire/Holyoke (American Jobs Center)</i>
1:30 p.m. – 1:45 p.m.	<b>Break</b>



# AGENDA (CONTINUED)

TIME (EDT)	DESCRIPTION
1:45 p.m. – 2:45 p.m.	<p><b>RALLY EMPLOYERS:</b> Now is the Time to Advance “Recovery Ready Workplaces”</p> <p>For people in recovery to find work, we need employers to hire them. But how do we find employers willing to do so? What does it look like to become a “recovery ready workplace (RRW)”? In addition to hiring people in recovery, it means providing support for their current employees in recovery. This presentation will outline the philosophy, policies, and practices that make a workplace “recovery ready” and will make the business case for why this approach benefits employers, with real-life examples of successful RRW programs. Attendees will leave this panel with practical tools to become advocates for the advancement of RRWs.</p> <p><b>Moderator:</b> Philip Rainer, M.S.W., LCSW-R, <i>Senior Program Associate II, AHP</i></p> <p><b>Panelists:</b> Tina Willson, B.A., <i>Instructional Designer, AHP</i> Amy Harding, M.A., <i>Program Manager and Senior Writer, AHP</i></p>
2:45 p.m. – 3:00 p.m.	Break
3:00 p.m. – 4:00 p.m.	<p><b>WHAT WE DO AND HOW WE DO IT:</b> A Groundbreaking Approach—the ATR Model for Customized Employment Supports for People with Substance Use Disorders</p> <p>We cannot forsake the American ideal that everyone in our country should have opportunities to earn a living wage and be able to support themselves and their families. People in recovery are no different. It's imperative that they have the chance to compete for quality jobs in the current economy, yet they typically must overcome multiple barriers to secure meaningful employment. Learn about ATR's unique model that is revolutionizing on-ramps to employment and enhancing recovery progress for this population.</p> <p><b>Moderator:</b> Casey Tiefenwerth, M.S.W., LCSW, <i>ATR Program Manager for CBI (Career Building Initiative), AHP</i></p> <p><b>Panelists:</b> Rebecca Starr, M.B.A., M.S.W., LICSW, <i>Project Director, ATR, AHP</i> Individuals with lived experience who went through the ATR program</p>
4:00 p.m. – 4:30 p.m.	<p><b>CALL TO ACTION:</b> Next Steps to Carry Us Forward</p> <p>In this last session, we'll review key takeaways and recommendations from all prior panels, focusing on recommendations at the individual, program, and policy levels of our work. We will also plot our path forward with concrete action steps.</p> <p><b>Moderator:</b> Erin Allain, M.S., <i>ATR Senior Program Associate, AHP</i></p>
4:30 p.m.	Program ends



## SPEAKERS

Keynote Speaker (via video)



**Martin J. Walsh**  
U.S. Secretary of Labor

Martin J. Walsh was sworn in as the 29th Secretary of Labor on March 23, 2021. A lifelong champion of equity and fairness, and a proud product of the City of Boston, Secretary Walsh leads the U.S. Department of Labor with a strong connection to working people and a commitment to creating an economy that works for all. In 1997, Secretary Walsh was elected to serve as a state representative for one of the most diverse districts in Massachusetts. There, he focused on creating good jobs, protecting workers' rights, expanding mental health treatment, and investing in public transit.

Following his time as a state representative, Secretary Walsh spent the last 7 years as the Mayor of the City of Boston. While mayor, he led the creation of close to 140,000 jobs and helped secure a statewide \$15/hour minimum wage, paid sick leave, and paid parental leave. He established universal, high-quality pre-kindergarten for all children and free community college for low-income students.

Secretary Walsh was a national leader in the response to COVID-19, getting personal protective equipment to first responders and nursing homes, funding emergency childcare for healthcare and frontline workers, halting evictions and providing rental relief, and setting up multiple funds to help small businesses survive. His work early in the pandemic to pause construction and establish safety requirements has been lauded as a model by both unions and employers alike.

As Mayor of Boston, Secretary Walsh also made his mark as a labor leader. After following his father into Laborers Local 223 in Boston, he rose to head the Building and Construction Trades Council from 2011 to 2013. He worked with business and community leaders to promote high-quality development, and he created a program called Building Pathways that has become a model for increasing diversity in the workplace and providing good career opportunities for women and people of color.

Born and raised in the neighborhood of Dorchester by immigrant parents, Secretary Walsh is driven to ensure our nation's economy works for everyone. He is a survivor of Burkitt lymphoma and is a proud member of the recovery community who has worked to expand addiction treatment throughout his career. While working full-time as a legislator, he returned to school to earn a degree in political science at Boston College.



## Presenters and Moderators



### **Erin Allain, M.S., Massachusetts ATR Senior Program Associate, AHP**

Ms. Allain is a senior program associate at Advocates for Human Potential, Inc. (AHP), where she works on the Massachusetts Access to Recovery (ATR) project to provide ongoing quality assurance and improvement to the Paths to Empowerment (P2E) curriculum and facilitation, as well as support for ATR coordinators. Before joining AHP, Ms. Allain worked as a policy specialist for the Crime and Justice Institute, Community Resources for Justice, where she led qualitative research projects on re-entry, policing, and responses to COVID-19 and provided technical assistance to jails, prisons, and residential re-entry centers on solutions-focused, evidence-based practices, including the Transition from Jail to Community initiative funded by the National Institute of Corrections. She also developed and led trainings for community supervision staff (adult and juvenile systems) on evidence-based practices. Ms. Allain holds an M.S. in crime and justice studies from Suffolk University, with a Ph.D. in sociology from the University of Massachusetts Boston expected later in 2021.



### **David Best, Ph.D., Professor, University of Derby, England**

Dr. Best has an undergraduate degree in psychology and philosophy, a master's degree in criminology, and a Ph.D. in the psychology of addictions. He has authored three books on addiction recovery and has written more than 170 peer-reviewed publications and around 70 book chapters and technical reports. Previous employers include the Institute of Psychiatry (King's College London), the University of Strathclyde, the University of Birmingham, the National Treatment Agency, and the Prime Minister's Delivery Unit. His current research activities are around recovery pathways, recovery capital and its measurement, social identity theory and its implications for recovery, recovery and desistance, addiction treatment effectiveness (particularly in prison settings), and mentoring. Dr. Best currently leads a multi-site collaboration on recovery pathways from Therapeutic Communities in Australia and is the principal investigator on a European project about recovery models and philosophies in the United Kingdom, Belgium, and the Netherlands. He lives in Sheffield, England, and has an 8-year-old son named Billy. Dr. Best is the author of [\*Pathways to Recovery and Desistance: The Role of the Social Contagion of Hope\*](#), published in 2019 by Policy Press. With a foreword by William L. White, Dr. Best's latest work provides guidance on community-based rehabilitation practices with a focus on challenging stigma, promoting social inclusion, and new ways of thinking about social policies around addiction and incarceration.



## Presenters and Moderators



### **Josephine (Joey) Cuzzi, Executive Director, New England Culinary Arts Training**

Ms. Cuzzi has been the executive director of New England Culinary Arts Training (NECAT) for the past 6 years. Her priority has been to transform NECAT from a singularly focused culinary skills training program into a trauma-informed workforce development model—one that truly supports the high needs of its participants. This has meant integrating social-emotional learning into NECAT's curriculum and connecting students to a dependable support network to help ensure their long-term success. Ms. Cuzzi's background includes 20 years in nonprofit management and 25 years in communications in the public sector.



### **David Eddie, Ph.D., Assistant Professor, Massachusetts General Hospital, Harvard Medical School**

Dr. Eddie is a research scientist at Massachusetts General Hospital's Center for Addiction Medicine and Recovery Research Institute, a clinical psychologist in the hospital's Department of Psychiatry, and an assistant professor at Harvard Medical School. His current National Institute on Alcohol Abuse and Alcoholism-supported research is seeking to better understand affective and psychophysiological factors that heighten addiction relapse risk, with the aim of developing cutting-edge mobile health (mHealth) interventions driven by wearable biosensors. He is also interested in addiction treatment and recovery processes, as well as drug and treatment policy, and is finance chair for the American Psychological Association's Society of Addiction Psychology. A licensed clinical psychologist, Dr. Eddie received his B.A. from Columbia University with honors in psychology and his Ph.D. from Rutgers University, where he conducted research at the Center of Alcohol Studies. He undertook his clinical residency at Massachusetts General Hospital before completing his postdoctoral training as a Harvard Medical School Livingston Fellow at the Recovery Research Institute.





## Presenters and Moderators



### **Amy Harding, M.A., Program Manager and Senior Writer, AHP**

Ms. Harding, program manager and senior writer at AHP, has spent nearly 20 years creating and refining online and print publications, reports, roadmaps, resource guides, manuals, books, and other educational materials that are user-friendly, action-oriented, and inclusive of those providing, designing, and receiving health, behavioral health, and social services. Ms. Harding has extensive experience in plain language writing about SUDs, physical and behavioral health disorders, healthcare systems change, integrated care, Medicaid reform, social determinants of health, and population health. She is skilled at communicating complex clinical and administrative information for diverse audiences ranging from prescribers to consumers. Ms. Harding received an M.A. in journalism from Northeastern University.



### **Philip Rainer, M.S.W., LCSW-R, Senior Program Associate II, AHP**

Mr. Rainer is a senior program associate at AHP. He is a highly skilled mental health professional with more than 35 years of experience focused on clinical social work and demonstrated success in staff development; corporate training; program development and management; community education; public relations; and individual, group, and marital therapy. Throughout his career, he has held leadership positions at several mental and community health institutions across the Albany, New York, area, where he was able to engage systems and diverse populations in identifying and creatively leveraging strengths to build success.

Mr. Rainer has been a task manager, subject matter expert, and trainer on federal- and state-funded grant contracts with AHP. He has worked extensively with the Health Resources and Services Administration's (HRSA) Center of Excellence (COE) program providing training and technical assistance on evidence-based interventions and promising practices that support the integration of behavioral health in HRSA-funded safety net provider organizations and HRSA-funded training/education programs. The COE addresses mental health and SUDs, with an emphasis on the current opioid epidemic.

Mr. Rainer has facilitated behavioral workforce training and support under federal and state contracts focused on provider wellness and effective service delivery during the COVID-19 pandemic. He has expertise in the MassHealth Delivery System Reform Incentive Payment (DSRIP) program, providing guidance for community partner organizations in designing effective workflows, collaborating effectively with community service providers to meet consumer needs, and understanding the clinical issues behavioral health members experience. He is currently working with the State of California initiative to expand the peer support specialist workforce and help peer-operated programs strengthen operations to qualify for reimbursement through Medi-Cal. Mr. Rainer holds an M.S.W. from the State University of New York at Albany.





## Presenters and Moderators



### **Vinnie Rege, M.S., Dean, Business and Experiential Education, Bristol Community College**

Mr. Rege currently serves as Bristol Community College's Dean of Business and Experiential Education. He is an accomplished postsecondary educator and administrator with more than 15 years of extensive pedagogical experience. Mr. Rege joined Bristol after working as director of the Center for Hospitality and Culinary Studies at Howard Community College in Columbia, Maryland, and teaching appointments at Temple University and Drexel University in Philadelphia. Mr. Rege earned his bachelor of commerce degree in accounting at the University of Mumbai (formerly known as the University of Bombay) in Mumbai, India; his B.S. in hotel, restaurant, and catering management from the Baltimore International College in Baltimore, Maryland; and his M.S. in service management, with a concentration in information technology, from the Rochester Institute of Technology, in Rochester, New York.

Mr. Rege brings vast experience in accreditation policies, having served as a chair of the Accreditation Commission for Programs in Hospitality Administration. He is recognized as a Certified Hotel Administrator, Certified Hospitality Educator, and Scaled Scrum Master. He has also received awards from several industry organizations such as the Restaurant Association of Maryland and the Council on Hotel, Restaurant, and Institutional Education. He also was a recipient of the Outstanding Alumnus award from the Rochester Institute of Technology.



## Presenters and Moderators



### **Ramona Rivera-Reno, M.S., GCDF, Executive Director of Re-Entry & Recovery Services, MassHire/Holyoke, and AHP Consultant**

Ms. Rivera-Reno is executive director of the Re-Entry & Recovery Program of MassHire Holyoke (American Jobs Center) and regional director for the Hampden County Re-Entry Partnership, a collaborative effort between the Hampden County Workforce Board, the Hampden County Sheriff's Department, and two MassHire Career Centers in Holyoke and Springfield, Massachusetts. A community leader with expertise in building partnerships, developing programs, and strategic planning, Ms. Rivera-Reno has designed, implemented, and presented effective employment readiness programs for ex-offenders for more than 20 years.

In recent years, Ms. Rivera-Reno has broadened the scope of her work to include customized programming in support of individuals with SUDs. These efforts include working with the Massachusetts ATR program to co-create the curriculum for the P2E program, which is designed to support people in early recovery build confidence and obtain work readiness skills to re-enter the workforce. She has been a partner and consultant to the ATR program since 2010, training facilitators of P2E and collaborating on program deliverables. In 2020, she adapted P2E to an online platform; this adaptation is currently provided in five service areas across Massachusetts, reaching thousands of people with histories of SUDs. She is certified in facilitating and training Roadmaps to Recovery, an evidence-based program designed to help people with SUDs gain the knowledge, skills, and support they need to cope with—and eventually prevent—relapses during recovery. Since 2019, she has been responsible for managing the deliverables of the Opioid National Health Emergency grant, an effort initiated in response to the opioid crisis to support individuals with a history of SUDs obtain gainful employment.

Ms. Rivera-Reno has been one of the region's front-runners in addressing workforce development issues for adult ex-offenders using a holistic approach. Her program has received state recognition and served as a model for re-entry programs under the Massachusetts Executive Office of Labor and Workforce Development. By working closely with government, business, labor, educational institutions, and training providers, she has leveraged funds for on-the-job training opportunities that have been extremely successful for ex-offenders. In addition, for over a decade, she has fostered strong relationships with hundreds of employers to expand workforce opportunities by informing potential employers of the financial benefits available through various hiring incentives such as Work Opportunity Tax Credits, hiring incentives, on-the-job training programs, and federal bonding.



## Presenters and Moderators



### **Rebecca Starr, M.B.A., M.S.W., LICSW, Project Director of Massachusetts ATR, AHP**

Ms. Starr is a senior program director at AHP. Her career has spanned work in behavioral and medical health care, elder care, nonprofit management, and higher education. The common link among them is her passion to support people and organizations in their desire to improve and reach their highest potential. For 11 years, Ms. Starr has directed the Massachusetts ATR program, which is designed to give people with SUDs wider access to support services to assist them on their path to recovery. Outcomes for the more than 30,000 individuals enrolled so far have received national attention.

As part of the ATR program, Ms. Starr created the nationally recognized Career Building Services program, an array of job-training options enrolling as many as 600 participants per year that have been customized to respond to the unique challenges facing people with SUDs. In addition, she recently oversaw ATR's expansion into housing. The two parallel goals of this housing program are to (1) stably house individuals facing housing insecurity in sober homes, which are residences designed to enhance recovery; and (2) prepare them with the resources they need to become self-sufficient and pay for their housing needs in the future by making sure they "skill up" to be marketable when competing for jobs.

Previously, Ms. Starr served as deputy director of a national program office that's goal was to create work-based learning opportunities and career pathways for frontline workers in our healthcare system who had been in dead-end jobs that paid low wages. She also managed and expanded a hospital-based faculty development office to advance careers of women physicians and scientists. Ms. Starr has special skills in leading and developing teams, building partnerships, building organizational capacity, developing and managing innovative programs, marketing, operations improvement, management, and strategy. She holds an M.B.A. from Northeastern University and an M.S.W. from the University of Southern California.



## Presenters and Moderators



### **Casey Tiefenwerth, M.S.W., LCSW, Massachusetts ATR Program Manager for CBI, AHP**

Ms. Tiefenwerth is the program manager of the Career Building Initiative (CBI) with the Massachusetts ATR program at AHP. In this role, she oversees continuous quality improvement for current career-building initiatives, while also working to expand job training options for ATR participants across the state. Drawing on her experience in the nonprofit sector and state government, Ms. Tiefenwerth specializes in workforce development program design for individuals with SUDs and co-occurring disorders. She also has experience in public benefits counseling and has been certified by the Substance Abuse and Mental Health Services Administration's SSI/SSDI Outreach, Access, and Recovery (SOAR) program. Her subject matter expertise includes supported employment, homelessness, peer support, and recovery. Ms. Tiefenwerth received her M.S.W. from the University of Maryland with a concentration in management and community organizing and a specialization in health.



### **Doreen Treacy, M.Div., Vice President, JVS MassHire/ Downtown Boston**

Ms. Treacy has served as vice president of JVS's Career Services since 2014 and is a member of JVS's senior management team. JVS runs one of Massachusetts' American Job Centers. Ms. Treacy oversees JVS's Financial Opportunity Center and MassHire Downtown Boston, the Career Center at JVS. She is a nationally recognized social innovator and thought leader who continues her 25-year commitment to creating economic pathways for Massachusetts residents through her work at JVS. Formerly, she directed an institute where she built a portfolio of asset-building, education, and training programs to address social determinants of health, including Fiscal Health Vital Signs®, a tool to assess and diagnose the financial health of patients, which won both local and national recognition as a social innovation. She also developed and taught a college-level course called "The EITC as Social Policy" and published the working paper *Advancing the Fiscal Health of Low-Income Families: A Public and Community Health Approach*.

Ms. Treacy was appointed to represent former Massachusetts Governor Deval Patrick on a legislative commission to study the feasibility of a bank owned by the Commonwealth. She is a founding member of the Boston Tax Help Coalition and currently serves in a leadership role with the Massachusetts Workforce Association. Ms. Treacy holds a B.A. from the University of Massachusetts-Amherst and a Master of Divinity from Boston University.



## Presenters and Moderators



### **Tina Willson, B.A., Senior Writer and Instructional Designer, AHP**

Ms. Willson is a senior writer and instructional designer at AHP. She has more than 20 years of experience in multimodal adult education and workforce training, including curriculum assessment and development, scenario- and outcomes-based learning, and workforce and organizational development. She has designed, produced, and evaluated instructor-led, web-based, and blended curricula on a wide range of process- and skills-based topics. She uses adult-learning principles, systems-change theory, and technology to develop efficient, engaging, and effective experiences for learners. Examples of prior training topics include integrated health care, behavioral health disorders, homelessness, peer support, trauma, supporting individuals with disabilities, organizational processes and change, and software usage. Most recently, she worked on the design of a tool kit for “Recovery Ready” workplaces. Ms. Willson holds a B.A. in English from the University of Illinois at Urbana-Champaign.



## ORGANIZERS

This symposium, **WORKING RECOVERY**, is sponsored by Massachusetts Access to Recovery (ATR), a project of Advocates for Human Potential, Inc. (AHP), and funded by the Massachusetts Department of Public Health (DPH)/Bureau of Substance Addiction Services (BSAS).



### Massachusetts Access to Recovery (ATR)

Massachusetts Access to Recovery (ATR) is a 6-month program for individuals who have a substance use disorder and are seeking to change their lives and remain in recovery. The ATR program provides many options for recovery support services and works to build recovery systems of care. The program is managed by AHP.



### Advocates for Human Potential, Inc. (AHP)

For more than 35 years, Advocates for Human Potential, Inc. (AHP) has worked passionately to improve health systems and business operations through research and evaluation, training and technical assistance, and professional consulting to help organizations and individuals reach their full potential.



### Massachusetts Department of Public Health (DPH)/ Bureau of Substance Addiction Services (BSAS)

The Massachusetts Department of Public Health/Bureau of Substance Addiction Services (BSAS) oversees the statewide system of prevention, intervention, treatment, and recovery support services for individuals, families, and communities affected by gambling and substance addiction.





## THE FUTURE

We are thrilled to have this opportunity to bring together so many experts in the fields of addiction and recovery, workforce development, community colleges, and high-demand careers. Showing the powerful ways these fields can intersect and hearing from people with lived experience who have found success has been an honor. We look forward to future *WORKING RECOVERY* events and symposiums.

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