

Community Counseling of Bristol County's **Mission in Motion**

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**Message from Phil Shea
President/CEO**

Congressman Kennedy looks to Taunton officials, law enforcement and CCBC for assessment of heroin overdoses in the region.

Congressman Joseph P. Kennedy visited Community Counseling of Bristol County for the second time in the past few months. Congressman Kennedy was in



Congressman Joseph P. Kennedy, III

the area to meet with local elected officials and law enforcement personnel to better understand the recent increase in lethal heroin overdoses in the region and offer local communities federal support.

Since the first of January, Taunton has recorded eight (10) deaths attributed to heroin use. Morton Hospital also reports over 150 heroin overdoses.

In addition to supporting law enforcement efforts to curtail the availability of the drug, which can cost less than a pack of cigarettes, the Congressman recognizes the need for improved access to treatment for those with an addiction.

In order to better understand the problem of addiction, the Congressman met with a number of CCBC consumers who are in recovery from opiate addiction. The individual stories of recovery were compelling and inspiring. Staff discussed with the Congressman the problem of limited access to necessary services, including detoxification services, residential treatment, and outpatient care. Staff informed the Congressman that 25% of referrals to CCBC from inpatient facilities are homeless at the time of referral. Difficulty accessing affordable housing constitutes a major barrier to recovery for many.

The Greater Taunton Clergy Association Interfaith Prayer Vigil: A Night of Healing

was held on Sunday night, March 30th at the Greater Baptist Church of All Nations on Winthrop Street, to hear inspiring prayers, sing special hymns and offer services to those in need. With about 250 people in attendance, the prayer vigil featured prayers dedicated to families of addicts, to those who have lost loved ones to addiction, to the medical community, to law enforcement, for counselors and for the clergy.

The vigil was the result of a meeting of the clergy association, which brought up the recent surge in heroin overdoses in Taunton and other communities. In the last three months, there have been ten fatal heroin overdoses in Taunton and more than 150 total overdoses in the city, according to police.

In addition to prayer, the clergy association gathers resources together so that people who are struggling with addiction, their family, their friends, have tools and connections that can be helpful to them in defeating the power of addiction.”



After the prayer service, groups like Narcotics Anonymous, Community Counseling of Bristol County and the High Point Treatment Center, all invited to the event by the clergy association, offered their services and information to anyone interested. City leaders like Taunton Mayor Thomas Hoyer Jr. attended the event in a show of support.

Human Resources

Welcome to New Staff!

CCBC would like to acknowledge and welcome our new hires for December through April.

DECEMBER

John Bitondo, CSP
Andrea Holmes, CSP
Leah Loftus, CSP
Sean Wyman, ACBFS

JANUARY

Craig Curtis, TCBFS
Melissa Kemlage, COP
Thomas Kilby, IHT
Patrick O'Neil, CSP
Isabel Pires, BPACT
Nicholas Schofield, CSP
Michael Teixeira, CSP
Marie Thesatus, COP
Stacey Vaughn, CSP

FEBRUARY

Keara Allen, BRIDGE
Gilda Depina, CSP
Catherine DiMarzio, ADM
Michelle Mitchell, ADM
Donna Roose, TCBFS

MARCH

Mark Arruda, TCBFS
Daniska DaSilva, ACBFS
Celanie Larocque, TCBFS
Donna Olson, IHT
Jose Torres, ACBFS
Jean Weller, BPACT

APRIL

Jennifer Berfield, IHT
Maelynn Clarke, COP
Maureen Faulkner-Skinner, IHT
Veronica Ferreira, ACBFS
Jean Weller, B-PACT

Safety Updates

By Andy Dawley, Chief Operating Officer

Dedicated Email and Voicemail: The CCBC Safety Committee recently established a dedicated email address and voice mail box as another means for employees to share safety concerns or to pose questions pertaining to safety at CCBC.

Please note: While confidential, these communication mechanisms should not be considered absolutely anonymous. You are not required to leave any identifying information, however the Committee would prefer to respond directly to any employee leaving a safety-related message.

The email address is: safety@comcounseling.org

The voice mail box is: **699**

All employees are also invited to contact our Chief Operating Officer, Andy Dawley at either his desk number of 508-977-8009 or via cell at 774-955-3538 to express any safety concerns or to make suggestions on ways to make CCBC as safe a working environment as possible.

For emergent safety matters please follow your usual

Personal Safety Devices: CCBC has started to distribute 5-star personal safety devices to staff with primarily out-reach responsibilities. We will also pilot these devices at some of our GLE sites and will look at other potential applications of the device. After considerable research and piloting, the Safety Committee believes this device to be the best on the market, providing staff with immediate live support as needed via connection to supervisors, other back up supports, or emergency responders if necessary. This device can identify the caller and his/her location immediately and help triage a range of emergency or urgent situations.

As a reminder to staff assigned a 5-star device, please routinely charge the device and make sure you have it with you at all times when on the job. It does not work otherwise.





From left to right are SSTAR client Albert Arujo, Association for Behavioral Healthcare board member Harry Schulman of South Shore Mental Health, ABH board member Nancy Paull of SSTAR, state Sen. Michael Rodrigues, state Rep. Patricia Haddad, ABH board member Phil Shea of Community Counseling of Bristol County, and ABH President and CEO Vic DiGravio.

Health care group honors area legislators

From the Herald News, Fall River, February 2, 2014.

On January 31, 2014 the Association for Behavioral Healthcare recently honored state Sen. Michael Rodrigues and state Rep. Patricia Haddad as the organization's legislative

champions. The legislators were recognized for their prominent roles in advocating for improved access to outpatient behavioral health treatment.

Both legislators were honored for their leadership on passing legislation that amended the state budget to make changes in the way Medicaid, including Medicaid Managed Care Organizations and their carve-out behavioral health companies, reimburse evaluation and management services provided by psychiatrists.

"We want to express our sincere thanks to Sen. Rodrigues and Rep. Haddad for their commitment to improving behavioral healthcare across the Commonwealth," said Vic DiGravio, president and CEO of the Association for Behavioral Healthcare.

"This new legislation will help to increase access to outpatient behavioral health treatment for many people who are dependent on these services, while also ensuring behavioral health providers are being reimbursed appropriately."

"Michael Rodrigues and Pat Haddad understood the importance of this issue from the moment I first approached them for help," said Nancy Paull, CEO of Stanley Street Treatment and Resources in Fall River. "Their commitment to SSTAR and the people in the Fall River area has been unwavering."

The legislators were presented with plaques at the event attended by ABH member organization and ABH leadership at the SSTAR conference center.

An Update on CCBC's Access Redesign Quality Improvement Initiative

By Becky Roberts, Newsletter Editor

Over the past several months CCBC's "Rapid Access" initiative has become more streamlined. As you may recall, CCBC and eight other state behavioral healthcare providers were invited by the Massachusetts trade association, Associates for Behavioral Healthcare (ABH) to participate in this pilot program.

CCBC developed its Access Redesign Team which included some VPs and staff from AOP, COP and Admin. From the large team several smaller working teams were established that have met regularly to review goals and strategies, and develop processes and procedures. At present we are final-

ing the first draft of a Workflow Manual which will be distributed to all outpatient and front desk staff, as well as new outpatient staff at orientation.

The goal is to have a reference guide for procedures to follow for walk-in clients, appointment scheduling, missed appointments, suspension of services, transfers, and other pertinent procedures that are utilized by outpatient staff.

We expect to distribute the Workflow Manual early next month. As this process remains "a work in progress," updates to the manual can be expected periodically, and clinicians will be responsible to insert updated information (by email and/or hard copy) into their manuals.

CBFS Employment Event

By Michelle Pelletier
CBFS Employment Coordinator

The first of its kind employment event was held on Feb 12th, 2014 at 59 Broadway in Taunton. This was a ground breaking event because it was held jointly by both the Taunton and Attleboro CBFS employment teams. Both teams would like to thank everyone that took part in making this event a success. We would like to especially acknowledge the peer staff in Taunton for going the extra mile to support this event. There was a turnout of 15 people from both Attleboro and Taunton who were interested to learn from the presenters.

John Fornara and Patricia Alonzo, Human Resource (HR) Managers from Lowes of Raynham and Attleboro were the featured speakers. Overall, the presentation was light and informal and very informative. The participants had a lively and interactive discussion about the information shared by the presenters. By design the event was held in February to correspond with the hiring season at Lowes.

The main topic covered by the HR managers was—*what are today's HR Managers looking for in a job seeker?* They educated our clients on the entire hiring process, from online application to the interview. The presenters answered many tough questions posed to them like, "How should I handle gaps in my work history?" and "What should I do if I have a criminal record?"

The presentation struck a chord with many of our clients that I talked with after the event. One client remarked, "I feel a new motivation to get out there and try." Overall there was a new sense of optimism that the hiring process was not so intimidating as they had imagined it would be.



CCIT in the News

Taunton police officer/CCIT chairperson leads course on diversionary approaches for people with mental illnesses

Excerpts taken from 4-17-14 Marc Larocque Taunton Gazette article

Taunton police officer and CCIT chairperson Steven Turner has taken a lead role in teaching other police officers about the importance of compassion, empathy and respect when dealing with people with mental illness.

Last week, Taunton Patrolman Steven Turner helped teach 67 law enforcement officers and mental health clinicians on how to instruct other officers about diversionary approaches for people living with mental illnesses.

Turner joined Department of Mental Health Assistant Commissioner for Forensic Services Debra Pinals, members of the Municipal Police Training Committee and representatives of the National Alliance on Mental Illness Massachusetts as part of the Train the Trainer program last week in Randolph. The officers and clinicians who were taught by Turner and others at last week's program will go on to teach new mental health curriculum, prepared by DMH and NAMI-Mass, at all Municipal Police Training Committee-operated police academies through-out the state.

Turner said that the goal is to reduce repeat police calls to individuals suffering from mental illness and related issues; to divert them from the court system when possible; and to get them the services they need.

"What it does mean is opening up the communication line," Turner said. "It's not going to change cases that I'm going to have to arrest a person, because the statute says I don't have a choice, say for a domestic assault. But what we are trying to do is get people into the mental health system. It could be PTSD (post-traumatic stress disorder), or bipolar, or it could be a million things. Let's just put this person on the right path."

Turner said that dealing with people with mental health issues could mean calling in the mobile mental health crisis unit from Norton to provide assistance, in terms of case workers and diversion programs. For those who are arrested, it could mean providing information to the courts about the existence of an apparent mental health issue, prompting the courts to assign the person to mental health treatment, he said.

"The 12-hour training (that will be provided at the academies) makes a better police officer to be more thoroughly trained and experienced in these cases that they have to deal with several times a day," he said.

Toys, toys and more toys! The large conference room at Mill River Place became the donation area for the overflow of toys that were donated by CCBC staff and the local community.

Join the TEAM!

CCBC is walking with the 2014 NAMI Walk Massachusetts on 5/10/14, 11:15 am.

Please sign up to walk with us or support us with your contribution.

Simply click on the link below:

<http://namiwalks.nami.org/CCBC2014?TSID=459826>

From our Team Page, click on the 'Join My Team' button to register and help us fundraise. If you can't join us, you can also support our team by making a donation online. Thank you for your support!

Deborah Washburn

CCBC's NAMI Walk Team Captain for 2014



CCBC's Christmas Toy Drive a Success!

By Becky Roberts, Newsletter Editor

Although Christmas is long past, we wanted to share the success of CCBC's Toy Drive. As most of you know, Toys for Tots was not available in Bristol County last year. CCBC's challenge was to raise at least half (**\$7,500**) of the \$15,000 contributed in 2012, of which Toys for Tots donated 90 percent.

Under the leadership of toy drive leaders Tara Stuart and Emily Baumgart, management and staff stepped up with toy donations, contributions to several "jeans days" at CCBC, and cash donations from staff and the community were generous. As a result, together we came very close to our goal by raising **\$6,919.00!**

CCBC would like to thank all of you that participated in this important drive. Your generosity helped us make a difference in giving many local families a brighter and more joyous Christmas!





CCBC Social Media Group

By Tom Loftus, MS, LMHC
Quality Management and Compliance Coordinator
and Becky Roberts, Newsletter Editor

Social media is here to stay. Facebook, Twitter, Tumbler, Instagram, and the list goes on.

Along with the popularity of social media, is the number of people using mobile devices. Today it seems that social media and mobile devices go hand in hand. Statistically, there are 6 billion (and growing) active mobile devices in the world. As a result, connecting via mobile devices and through social media has become the new way to reach consumers and get results.

The following statistics support how we have become a mobile-driven web-based society:

- **Mobile internet usage is expected to overtake desktop usage by 2014.**
- **Over 4 billion people use a mobile phone, 3.5 billion use a toothbrush.**
- **50% of mobile phone users, use mobile as their primary Internet source.**
- **56% of people own a Smart Phone.**
- **58% of Smart Phone users don't go an hour without checking their phones.**
- **28% of all emails are opened on mobile phones and 10% on tablets.**
- **91% of mobile internet access is for social activities versus just 79% on desktops.**
- **80% of time on mobile is spent inside apps.**
- **91% of adults have their mobile phone within arm's reach 24/7.**
- **75% of mobile users use their mobile device for shopping.**
- **72% of tablet owners purchase online from their tablets each week.**
- **The average age for the first cell phone is now 13.**

Even in the non-profit world, social media is gaining momentum. What non-profit organizations are discovering is that social media is a valuable way to build online communities around their shared cause and mission. With that said, CCBC is actively taking steps on how to incorporate social media into community service commitment. This also includes the re-development of our website, which will also be user-device friendly.

CCBC has started a Social Media Work Group tasked to research and make recommendations. Recently a survey was sent to all staff to help us gain information to further this process. The survey is designed to learn about users of technology (our staff), how they use social media applications, and how we can use this knowledge to inform our future efforts.

We wish to thank all staff that took the time to complete the survey and to remind staff that have not participated that there is still time to take the survey! **The deadline is end of day Thursday, May 1st.**

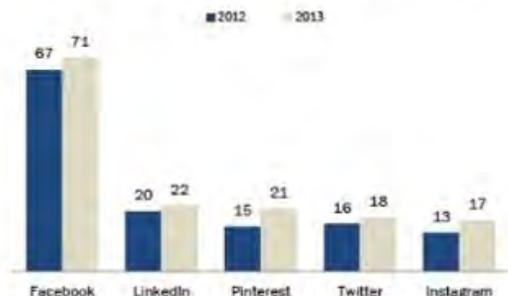


The next meeting of the Social Media Work Group is scheduled for Tuesday, May 6, 2014 from 10:30–noon in the conference room located in the CSA/CSP wing of One Washington Street.

Please contact Andy Dawley (adawley@comcounseling.org) if you are interested in participating in this work group.

Social media sites, 2012-2013

% of online adults who use the following social media websites, by year



Pew Research Center's Internet Project Tracking Surveys, 2012-2013. 2013 data collected August 07 -September 16, 2013. N=1,445 internet users; ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. The margin of error for results based on all internet users is +/-2.9 percentage points.

PEW RESEARCH CENTER

CPI: Pathway to Prevention

By Tom Loftus, MS, LMHC
Quality Management and Compliance Coordinator

The last newsletter provided a description of the agency's latest safety initiative, **Debriefings**. Debriefings has been created as an opportunity for staff to explore serious incidents such as client assaultive behavior and client deaths. Staff have used these opportunities to sort through feelings, identify strengths, learn, plus discover new ways in which they can support our clients and each other.

The structure of our Debriefing sessions has been informed by CPI's Postvention model, **COPING**. COPING is an acronym for the six steps involved; **Control, Orient, Patterns, Investigate, Negotiate, and Give** responsibility. This approach can be used with clients and staff. Debriefing sessions held thus far have been described as helpful and supportive.

We have been very impressed with the responsiveness and commitment of participating staff. Though there are numerous ways this has been demonstrated, one area will be the focus of this installment; the concept of the **antecedent**.

Antecedents are the events that occur before an incident. By understanding these events we can identify things that we can do differently so that we are more prepared and successful next time.

Sometimes the antecedent is not immediately apparent. It has been seen in a number of Debriefings held thus far that staff have taken the challenge to seek and identify less obvious events that lead to or contribute to an incident.

Antecedents are not always initially clear. Teams that become reflective and introspective strengthen their capacity for effective communications, collaboration, and problem solving, thereby improving client care.

Upcoming CPI Training Dates

This is a reminder of the upcoming CPI Training Dates to be held on the following Wednesdays at 1 Washington Street:

- May 07, 2014
- May 21, 2014
- June 04, 2014
- June 18, 2014



You may sign-up for this offering like you would for any other course in our electronic learning management system.

403-b Savings Plan

We are pleased to report that CCBC's Board of Directors approved a matching contribution for all staff participating in our 403-b Savings Plan for the Plan Year ending December 31, 2013. This is at least the 10th consecutive year that the organization has made a matching contribution to the plan. Matching contributions have ranged from 3% to 5% of annual salary.



This past year the organization's contribution to your savings account matched your contribution up to 4% of your gross salary. If you contributed less than 4% of your salary the matching contribution was equal to your contribution.



Bonus Quality Quote:

If you don't have time to solve problems, how come you always have time to do it wrong again!

Poem submitted by Terry Ruby on behalf of EMOT client

*Shells within shells,
within shells,
within shells,
Dark, dank pit of night.*

*Shells within shells,
within shells,
within shells.*

*Blackest of night squeezes me
tighter and tighter.
Breath comes in shallow gasps,
Darkness grips me within its grasp.*

*Shells within shells,
within shells,
within shells,
I quiver in fear as all becomes
Dark, dank night.*

*Slowly light shakes and shakes
this nest of shells,
Not from without but from within.*

*This nest of shells
within shells,
within shells,
Slowly dissolves,
Not from without but from within.*

*I shake free from the shattered remnants
of shells within shells,
within shells,
within shells,
Which now lay at my feet.*

*Shells piled high
Slowly absorbed into the light,
Not from without but from within.
Until I stand free of my shells.*

*Light from within,
Light surrounds and bombards
my synapse.
Light which fills me with joy.*

*Light from within, not from without.
I stand free in this light.
Free of my shells within shells,
within shells,
within shells,
Light from within not from without.*

By Marie Gomez

MISSION STATEMENT

THE PURPOSE AND MISSION OF COMMUNITY COUNSELING OF BRISTOL COUNTY, INC. (CCBC) IS TO DEVELOP AND DELIVER COMPASSIONATE, RESPONSIVE, CULTURALLY COMPETENT, AND QUALITY MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES TO MEET THE PREVENTION, EDUCATION, TREATMENT, REHABILITATION AND RECOVERY NEEDS OF THOSE IN OUR COMMUNITY. THESE SERVICES ARE BASED ON THE LATEST EVIDENCE-BASED APPROACHES TO RESPOND TO THE COMPLEX NEEDS OF CHILDREN, ADOLESCENTS, ADULTS, ELDERLY AND FAMILIES AS PART OF A LOCALLY INTEGRATED HEALTHCARE DELIVERY SYSTEM LINKED TO REGIONAL AND STATEWIDE DELIVERY SYSTEMS.



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