

# Mission in Motion

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## Message from Phil Shea President/CEO

The Board of Directors and our management team join me in wishing you and your family a joyous and peaceful holiday season.

The new year for CCBC is almost certainly going to be filled with a large dose of change, excitement and uncertainty.

The Baker Administration has embarked on a number of changes in how health care is provided in the Commonwealth. We believe we are well positioned to respond to these changes. Only two days ago we were notified of the decision by the Massachusetts Supreme Judicial Court that the Administrations' plans to go forward to purchase emergency services rather than provide them directly through the Department of Mental Health could go forward.

We are pleased that MBHP and Department of Mental Health have the confidence in us to provide this critical service in Taunton, Attleboro and Brockton. This will permit us to more fully meet the behavioral health care needs in the communities we serve.

In a major change to the state Medicaid program or MassHealth the state is moving away from traditional fee for service financing to providing care through the Accountable Care Organizations (ACOs). One of the major goals of these ACOs is to coordinate behavioral health care with primary care. To prepare for these changes we have been working with Steward Health, Greater New Bedford Community Health Center and Manet Community Health.



As part of this initiative the MassHealth will be selecting about 20 Community Behavioral Health Partners statewide for key roles in orchestrating better coordination of behavioral health and primary care. We are well positioned to respond to the anticipated RFR in February.

DMH will be soliciting proposal for re-procuring PACT services. Under Andy Dawley's direction we have a committee preparing for this RFR. DMH will also be redesigning CBFS services over the next year and based on this redesign will also re-procure these within the next year. We will be working with DMH and with other providers through our trade association ABH to shape this re-design.

We believe that we are in a good position to respond to these and other challenges we face as we have been preparing for these changes for many months. Nonetheless change of this magnitude is never easy and nearly always wrought with unanticipated consequences and disruption. I believe that with your continued commitment, competence and creativity we will navigate our way through these changes and emerge better able to meet the needs of those who turn to us for care.



## Human Resources

### Welcome to New Staff!

CCBC would like to acknowledge and welcome our new hires for the second half of 2016.

#### JULY

- Alexandra Cordero, B-PACT
- Carley Taylor, CBFS-A
- Danielle Morse, IHT
- Michelle Barboza, CSA
- Kristine Bettencourt, CSA
- Erica Harnois, CSP, MBHP
- Jessica Hobart, PHP
- Alice Massery, HH
- Desiree Richard, CBFS-T
- Dresden Wilson, CSP, MBHP
- Courtney Hathaway, T-PACT

#### AUGUST

- Fiona Moore, DAY
- Joy Mirrione, ES
- Emily Lamkin, AOP
- Brian Meadows, CBFS-A
- Megan Murray, PHP
- Joshua Berthiaume, IHT
- Macuriel Israel, CBFS-T
- Tasha Lopez-Pitts, CSP
- Helane Lavangie, Processing
- Deborah Garland, Processing

#### SEPTEMBER

- Krystal Machado, AOP
- Laura-Marie Tusi, AOP
- Kathleen Campbell, CSP
- Ivanilda Nascimento, CSP
- Shaudeh Cuyler, CBFS-T
- Brittany Cote, COP
- Alexandria Colbert, CSP
- Shaivon Dixon, CSP
- Rytge Lantimo, CSP
- Brittany Minors, CSP
- Mark Keeuwenburgh, B-PACT
- Amanda Brown, AOP

#### OCTOBER

- Lisa Paquette, AOP
- Allison Ferreira, PACT
- Sharon Simpson, AOP
- Tereasa Gilchrist, CSP
- Mary Davidson-Reed, DAY
- Veronica Ferreira, Processing
- Alexandra Gallant, CBFS-T
- Danielle St. Pierre, CSP

#### NOVEMBER

- Nicole Viveiros, IHT
- Lindsey O'Connor, CBFS-T
- Cheryl Orozco, IHT
- Michael Gomes, IHT
- Zachary Richard, CBFS-A
- Katie Stewart, CSA
- Angela McWhorter, CSA
- Nicole Tedesco, CBFS-T

#### DECEMBER

- Kevin Foote, AOP
- Olga Ribeiro, CBFS-T
- Sabrina Burger, COP

## CSA's Second Community Resource Fair

By Lauren Almeida, Program Director  
Community Service Agency



CCBC Community Service Agency (CSA) held our second Community Resource Fair on September 27, 2016 in partnership with our Systems of Care Committee. The Community Service Agency (CSA) is a part of the Massachusetts Child Behavioral Health Initiative (CBHI) and provides Intensive Care Coordination and Family Support and Training Services. The Systems of Care Committee supports the Community Service Agency's efforts in their local geographic area to establish and sustain collaborative partnerships among families, parent/family organizations, traditional and non-traditional service providers, community organizations, state agencies, faith-based groups, local schools, Mass Health and its contracted Managed Care Entities (MCEs), and other community stakeholders. The CCBC Systems of Care Committee strives to continually engage in on-going learning and identification of additional supports in our community by having monthly presentations or trainings.

We had 26 various programs, agencies and community resources as vendors at the resource fair and we greatly appreciated their participation. These agencies including Associates for Human Services, Adoption Journeys, Commonwealth family Childcare, Bay Coast Behavioral Associates, BMC HealthNet Plan, CCBC CSA, IHT and CSP Programs, CCBC Community Crisis Intervention Team (CCIT) and Taunton Police Department, Children's Advocacy



Center, CityPsych Wellness, Community Autism Resources, JRI - Continuum and Southeast Behavioral Health Center, Learn to Cope, Manet Community Health Center, Mass Family Voices, Mass Mentor, Northeast Behavioral Associates, Piecing the Puzzle, Parent Information Network (PIN), Pride Inc., Social Security Administration, Taunton White Tigers, Triumph Inc. Head Start/Early Head Start/CFCE programming and grandparent support group, YMCA Taunton and Old Colony Y Homebased programs and Youth Villages.

The resource fair was a great success with over 185 individuals attending the event. This was a 32% increase in attendees from the prior year. Attendees included mental health professionals, state agency staff, school personnel, court personnel, community members and the families, adults and youth we service. All participants received wonderful information regarding a variety of recourses available in the Taunton/Attleboro community.

This event was a great success due to the amazing team work at CCBC. All of the CSA staff and supervisors, Deb Corsino and many other individuals helped ensure this event ran smoothly. Thank you to the entire CSA team for all your hard work and dedication.

SOC continually offers many trainings and presentations throughout the year. The purpose is to assist our community in being educated about various resources and providing training on various topics to promote our continued pursuit in educating ourselves to ensure we meet the needs of the individuals we are serving. This meeting is open to the general community and families, youth, adults are all welcome. If you would like to be added to the SOC e-mail list to receive information regarding upcoming meetings please e-mail Lauren Almeida at [lalmeida@comcounseling.org](mailto:lalmeida@comcounseling.org)

*For those of you who have not had an opportunity to browse the CCBC website over the past six months, there were several noteworthy agency achievements made in 2016, as follows:*

## **CCBC was selected to participate in the evaluation of the ARC framework for the treatment of complex trauma in children**

*By Phil Shea, President/CEO*

July, 2016 - The Trauma Center at Justice Resource Institute has selected CCBC to participate in the evaluation of the Attachment, Regulation and Competency (ARC) framework for the treatment of complex trauma in children. The term complex trauma describes both children's exposure to multiple traumatic events, often of an invasive, interpersonal nature, and the wide-ranging, long-term impact of this exposure. CCBC will be one of the three study sites in Massachusetts. The study aims to improve and expand the evidence base for ARC by comparing the efficacy of ARC to usual care. Complex trauma can have devastating effects on a child's emotions, ability to think, learn, and concentrate, impulse control, self-image, and relationships with others. Across the life span, complex trauma is linked to a wide range of problems, including addiction, chronic physical conditions, depression and anxiety, self-harming behaviors, and other psychiatric disorders.

CCBC will provide services through the Children's Outpatient Program under the direction of Jonathan Marcus, LICSW, Vice President of Children's Services; Jennifer Booth, LICSW, ARC Supervisor; and Karen Turner, LMHC, Project Lead; as well as ten clinicians. This is a three year research project that will enroll 66 clients aged 8-16 and their caregivers. The Trauma Center will provide training, consultation and evaluation to staff.

**Attachment, Regulation and Competency (ARC)** is a components-based intervention designed for youth ages 0-21 that have been impacted by complex trauma and their caregiving systems. ARC is designed to treat youth with a

variety of trauma-related diagnoses and associated problems (e.g., PTSD, behavioral disorders, and attachment disorders). ARC's main goal is trauma experience integration, and this is achieved through building trauma-informed caregiver skills and improving child-caregiver relationships (Attachment); assisting children with developing skills to manage internal experiences (Arousal); improving the child's ability to read social cues and appropriately communicate their needs (Regulation); and building problem solving skills and resilience (Competency). ARC has been reported to reduce children's post-traumatic stress symptoms and general mental health symptoms, as well as to increase adaptive and social skills. Caregivers have reported reduced distress and view their children's behaviors as less dysfunctional.

ARC is currently provided by both the In-Home Therapy Program and the Children's Outpatient Program at CCBC.



*Back row: Kate Eldridge, Brad Morel, Kim Arena, Marissa Rodrigues, Jennifer Booth, Sarah Delory, Lesley Arruda, Karen Turner, Jonathan Marcus.*

*Front row: Marcia Menard, Thea Dickenson-Rowles, Caitlin Jeffery, Kristin Guyette*

*The second accomplishment is DMH's approval of CCBC as one of the first Certified Community Behavioral Health Centers in the State.*

## **CCBC becomes certified as a Community Behavioral Health Center**

*By Phil Shea, President/CEO*

August, 2016 – This month, following a successful survey by a team from the Department of Mental Health, CCBC became a Certified Community Behavioral Health Center. The process of certifying mental health centers was established by Congress in the Excellence in Mental Health Act and involves setting up a national demonstration project. The goal of the demonstration is to improve access to mental health services and improve outcomes for clients. A longer term goal pursued by our national organization is to establish some common definitions of a Mental Health Center so that greater federal support may be obtained, much like the support Community Health Centers receive.

The Substance Abuse and Mental Health Services Administration (SAMHSA) has established certain standards

outcomes that are to be measured. The nine required services include: crisis services; outpatient mental health and substance use services; care coordination; integrated treatment planning; use of standardized tools for screening, assessment, diagnosis and risk assessment; rehabilitation services; case management; peer services; and services to veterans and their families. Twenty four states have received planning grants. Proposals are due from the states to SAMHSA by October 1<sup>st</sup>. Eight states will be selected for participation in the demonstration project. As part of the application process, states have had to develop their own proposals as to how they would implement the federal requirements and establish their own standards for certification.

CCBC's Management Team under COO Andy Dawley's leadership did an excellent job completing the application and preparing for the site visit. We are now looking forward to the state's submission of its proposal and hope that it will be selected as among the eight states in the demonstration project. Should Massachusetts be selected to participate in the demonstration project, the documentation period would run for a period of two years. During this two year period, the required services would be financed through a prospective past reimbursement model that would fully cover the cost of delivering care.



## **Certified Community Behavioral Health Clinics**

## CPI: Pathway to Prevention

By Tom Loftus, MS, LMHC  
Compliance Officer

Have you ever been with someone and felt that something just wasn't right? Sometimes this experience might have created some anxiety; but what helped to create this feeling?

Through our study of Nonviolent Crisis Intervention (NVC) we have learned that there are **Nonverbal, Paraverbal,** and **Verbal** aspects of communication. A quick review of these concepts is described below:

### Nonverbal Behavior

- **Proxemics:** The area surrounding the body that's considered an extension of oneself including one's belongings.
- **Kinesics:** Body language or nonverbal messages transmitted by body posture and motion.

### Paraverbal Communication

(vocal part of speech excluding the words)

- **Tone:** Inflections in our speech which communicate emotions.
- **Volume:** Loudness or softness.
- **Cadence:** Rate and rhythm of speech.

### Verbal Communication

- The use of vocalization through utterances, sounds, and/or words to express oneself.
- The sharing of information through speech.

In the original question above, our gut, intuition, or our other than conscious mind picks up some form of discrepancy between the words used (**verbal communication**) and the **nonverbal behavior** and/or **paraverbal communication** expressed while those words were spoken. You may have a feeling but can't quite put your finger on it. Your feeling(s) has alerted your body and mind. Consider this sensory information as a signal.

**Congruence: compatibility, in harmony with, matching, corresponding, to be congruent.**

*I sensed that something wasn't right as the client's words were not congruent with their body language.*

If you feel unsafe (for this installment it is not an expressed verbal threat), honor that feeling. Through supervision and processing you can better understand what aspects of **paraverbal communication** and **nonverbal behavior** contributed to your feeling(s). This information will help you specifically with that particular client and generally for other interactions you might have (during work **and** non-work time).

Our minds work continuously. Often we are unaware of the information that is taken in. Even without full awareness, feelings and bodily sensations are communicating to us that something is not adding up. That something could be a lack of **congruence** between the spoken word with **verbal** or **paraverbal** elements. Nonverbal communication has been found to be more revealing than what is said. It would be unwise to not take this information seriously.

### BONUS QUALITY QUOTES:

*"The most important thing in communication is hearing what isn't said." Peter F. Drucker*

*"Emotion always has its roots in the unconscious and manifests itself in the body." Irene Claremont de Castillejo*

*"I speak two languages, Body and English." Mae West*



## PACT clients share why they pursue health care careers

By Catherine Kelly  
Taunton PACT Program Director

Clients report that their experience in treatment programs changes their relationship to the health care system. For three PACT clients that has meant pursuing employment in the health care field.

- Erin has steadfastly pursued her goal of becoming a nurse, taking classes at community college, becoming a CNA, working at a nursing home and this fall beginning a college nursing degree. She says her experience receiving care from others, which she considers vital to her recovery, inspired her to become a nurse.
- Anita says that caring for others is a rewarding experience and working as a home health aid is her way of doing what she can for other people.
- Chad is completing his pharmacy program and looking forward putting his work and education experience into a career. All three cite their own experience receiving care as a big part of how they chose their career path.



## Attleboro CBFS Thanksgiving

In November this same time every year  
We celebrate together with great spirit and cheer  
A sacred tradition we hold close in our hearts  
A time when we all descend on Walmarts.

For the turkeys and hams and the stuffing galore  
Some may be wary...but it's not just folklore  
It's an ACBFS Thanksgiving feast being planned  
The details secured, and the kitchens are manned.

Our staff bring home cooking and their love to the pies  
If it's your first Attleboro thanksgiving...you won't believe your eyes  
For the tables they sag under the weight of our feast  
Of yams and of gravy and of rolls made with yeast.

We gather together at tables we prearrange  
Even while our George St team leader tries to rearrange  
It's loud and it's cheerful and none of us are shy  
And when we all finally sit together, it brings a tear to your eye.

For it's in the quirks of our holidays that speak to the truth  
That friends become family and community grows roots  
And our beloved staff in Attleboro have shown year after year  
That they roll with the punches and put smiles above tears.

And though we joke and we laugh, and we dance while we cook  
And we cram in all together, in every corner and nook  
It's the spirit of this program and the heart of this group  
For we are truly Thanksgiving blessed, every member of our troupe.

By Deb Kaluzny, Program Director  
Attleboro CBFS

## Greater New Bedford Community Health Center celebrates National Community Health Center Week with a Festival of Health and Wellness

By Jonathan Marcus, Vice President  
Child & Family Services

A Festival of Health and Wellness was hosted by the Greater New Bedford Community Health Center on Thursday, August 11 at its New Bedford facility. CCBC staff members from the Health Center had a booth and provided behavioral health information and talked with community member regarding services.



Jonathan Marcus and NB CSP worker, Karen Correia

CCBC has been providing behavioral health services at the GNBHC since February. The GNBHC and Advanced Eye Centers, and Walgreens offered free Blood Pressure Screening, Blood Sugar Screening and Diabetes Education, Healthy Weight Counseling, WIC and Nutrition Education, Dental and Eye Health Information, Smoking Cessation Counseling, and HIV Counseling and Testing. There was also a Red Cross Blood Drive. The Police Department, Fire Department, and Sheriff's Department provided Safety Information. Master Chef Karousos demonstrated healthy cooking at the New Bedford facility.



## Personal Best Karate Turkey Trot

On October 29th CCBC sponsored a Turkey Trot at Patriot Place in Foxborough on behalf of Personal Best Karate.

The Personal Best Charity Turkey Trot is the fundraiser that benefits the Turkey Brigade, which is the annual outreach support program for the local community. Initiated in 1995, The Turkey Brigade feeds families in need a full Thanksgiving dinner. To date, they have fed 26,000 families—and this year's goal was to feed 3,000 more.

As part of the organization's ongoing commitment to teaching character education, students from Personal Best Karate take part in raising money for the charity by collecting pledges and participating in the Turkey Trot. The students are represented from each of the Personal Best Karate Schools located in Norton, Foxborough, Easton, Norwood and Medfield.

The race and raffles directly support the community service event that assembles baskets of food to feed families in need of a Thanksgiving meal.

Andrea Klein-Yancho's son, William attended the event and is pictured here by the sponsors' sign.



## Now you can find CCBC on Facebook!

By Nicholas Finch  
Assistant Team Leader  
CBFS Attleboro

I would like to thank the Social Media Committee for all of their hard work over the past few months to get CCBC's Facebook page up and running.

On 12/8 the Facebook page was presented at the large Management Team monthly meeting. Phil Shea and meeting attendees were very impressed and pleased with the content and the level of professionalism that the page conveys. At that time we were given permission to publish the page...*drum role please...*

So, on Monday 12/12 we "published" CCBC's page and now have a presence on Facebook!

CCBC's url is:

<https://www.facebook.com/ComCounseling>.

Or you can log into your Facebook account and simply search for Community Counseling of Bristol County. When you see our logo in the search results, just click on it and you're in.

Going forward, the committee welcomes staff ideas and potential articles, events, photos, and newsworthy information to post. The goal is to keep our Facebook page up-to-date, interesting, and to remain informed of the latest happenings that affect CCBC and our community and clients as a whole. If you have something of interest to share, please email the document to your supervisor and copy Nick Finch (nfinch@comcounseling.org). Once we get approval we would be happy to post the information.

And one more very important request...

 **Make sure to "LIKE" CCBC's page when you visit!**

## Here's A Major Health Reason To Get Outside During The Wintertime



By Carolyn Gregoire, Senior Writer for the Huffington Post

11-11-16—As the days get shorter and the chilly weather rolls in, we all want to curl up in a blanket and hibernate until spring rolls around. But making time to get outside in the sun, even when it's cold out, could have bigger mood benefits than you might realize.

While the link between sunshine and mental health is nothing new, the most comprehensive study to date has shown that the association may be even stronger than previously realized.

New research from Brigham Young University, published this month in the *Journal of Affective Disorders*, finds that sunlight exposure is by far the greatest weather-related factor determining mental health outcomes. In other words: more sunshine, more happiness.

For the study, a psychologist, a physicist and a statistician from BYU teamed up to compare daily environmental data from the university's Physics & Astronomy Weather Station with emotional health data archived by day for 16,452 adult therapy patients who were being treated at the BYU Counseling and Psychological Services Center.

If you're getting enough sun, your emotions should remain relatively stable, the researchers found. But as the amount of sunlight in the day is reduced, levels of emotional distress can shoot up. Other weather variables including temperature, pollution and rain were not found to have an impact on mental health.

"We were surprised that many of the weather and pollution variables we included in the study were not significantly correlated with clients' scores on the distress measure once we had accounted for sunlight," Dr. Mark Beecher, a professor of psychology at the university and the study's lead author, told The Huffington Post. "People tend to associate rainy days, pollution, and other meteorological phenomena with sadness or depression, but we did not find that."

Exposure to sunlight is a significant factor in seasonal affective disorder. Research has shown that the brain produces more of the feel-good neurotransmitter serotonin on sunny days than it does on darker days. What's more, lack of sunlight is linked with lower vitamin D levels, which in turn has been correlated with depression and low energy. However, the findings aren't only relevant to those suffering from SAD, as the research was focused on a non-clinical population.

"People who are in therapy or who are struggling with psychological/emotional difficulties may feel worse during seasons when the days are shorter," Beecher said. "As a result, mental health providers should be prepared to up their game and clients may want to seek additional help during those times."

In addition to seeking professional help if you need it, taking a walk in the sun can help. Walking in nature is known to [reduce stress](#), [improve cognitive function](#), [boost mood](#) and even [put the brain into a meditative state](#).