

New Hope

A transitional support services program for men and women seeking recovery from substance abuse

Overview

New Hope is a sixty-bed short-term residential Transitional Support Services (TSS) program for substance abusing men and women, which is located at the former Naval Air Base in Weymouth, just south of Boston. The program model is designed to bridge the significant service gap that exists for clients between detoxification and long-term residential or outpatient care. Case aides and case management staff ensure that a series of “next steps” treatment options are considered, including residential rehabilitation services (RRS), ambulatory services, narcotic treatment and other transitional care, while they are developing a plan for each client’s new life in recovery. This is accomplished through individualized client service planning, referral and support.

The need for continuing services after detoxification is widely recognized. However, referral to appropriate aftercare services has been difficult in the past, in part because of funding restrictions on the length of stay that a person may remain in a medical detox program. Clients at New Hope benefit from a flexible



This shows one of the two beds in the typical bedroom at New Hope. Each room also has a private bathroom.



New Hope is located in a three-story, totally renovated brick building at the former Naval Air Base in Weymouth.

discharge policy that allows individuals to stay until a satisfactory referral arrangement can be made. The average stay is approximately thirty days.

Admission Requirements

All intakes are provided through a closed referral system, according to a negotiated agreement between Bay Cove, shelter providers and the Bureau of Substance Abuse Services of the Massachusetts Department of Public Health. Admissions to New Hope are restricted to direct referrals from Acute Treatment Service (ATS) programs (formerly called Inpatient Detoxification Programs) and referrals from Boston area shelters.

Admission hours for New Hope are 8:00am to 6:00pm, seven days a week, to the extent that beds are available. Once the client arrives on the unit, the admission process proceeds with data collection and assessment. A case aide reviews unit rules and client rights, collects and documents all valuables, and orients the client to the facility. An initial medical assessment appointment is scheduled with the program nurse within the first twenty-four hours. A case manager conducts a psychosocial history, including issues related to training and housing needs, discussion of the client’s support system, legal issues and barriers to potential placement in further treatment.

Mental health issues pose additional barriers to sustaining recovery from substance abuse and are increasingly a challenge to homeless men

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Lynne, a Case Manager Counselor, obtains the actual intake information after the initial intake of each client.

and women. These co-existing conditions are often masked during intake at a medical detoxification facility due to the client's state of intoxication. At New Hope, a brief mental status test is performed upon each admission. Changes in mental status and other concerns are noted by nursing and case management staff and discussed at daily rounds and treatment staff meetings. Nurses and case managers consult frequently to ensure the best practice regarding client assessment and care.

Service Plans

An Individual Service Plan (ISP) for each client is developed by case management staff in collaboration with the client within seventy-two



Case aides Linda and Stephanie do many different tasks, such as working at the front desk and running groups.

hours of admission. Any plans that were developed at the referring ATS or shelter program are incorporated in the ISP. Each ISP includes goals related to further substance abuse treatment and aftercare, benefit eligibility assessment, potential community-based service referrals, primary care services, and future housing and employment.

An experienced case manager is assigned specifically to each client. Case management services are provided at a ten-to-one staff-client ratio. Services are available twelve hours a day, seven days a week. Individual staff expertise is matched to specific needs of the client. Each case manager has the responsibility of meeting daily with assigned clients, forming an alliance with the client and involving him or her in developing and implementing the ISP, which



In warmer weather, the interview process might take place at one of the picnic tables in front of the building.

includes a process for exploring aftercare options. The case manager then ensures that the entire treatment team is aware of and is addressing needs that have been identified through the ISP. The Program Director and Clinical Director oversee the entire process and provide direction and supervision of client activities and care, and ensure that client data is consistently recorded.

Multidisciplinary rounds occur daily. These sessions are arranged to ensure that each client's case is presented on a weekly basis. The

presentation includes discussion of the progress each client is making on his or her ISP, a biopsychosocial evaluation of each client, and follow-through on any suggested adjustments to each ISP, both medically and clinically. In addition, rounds provide an opportunity for staff sharing and the discussion of unit issues.



Two male clients engage in animated conversation after a group class.

Health Education and Monitoring

Nurses are available at New Hope ten hours a day, seven days a week, in order to evaluate and assess clients' medical needs. Clients are referred out, when necessary, for medical and psychiatric assessment and treatment. Ongoing biopsychosocial assessment is conducted by the staff directly involved in client care on each shift, to ensure that appropriate criteria for continuing care are present.

Program Activities

Clients participate in five different staff-led psychoeducational groups each day, as well as nightly community-led twelve-step meetings on-site. Clients who have been at the program at least fourteen days are transported and accompanied by staff to community based AA/NA meetings nightly. Transportation services are provided also for medical appointments, aftercare interviews, placements and resource visits. In addition, clients are assisted in arranging their own transportation (with help from a program-provided shuttle service to a nearby train station) to community-

based health care and social service appointments. Education and support are provided regarding family issues, and resources are available for addressing those needs. It is Bay Cove's philosophical approach that "family" is defined by the individual, and is not restricted to biological or birth family. The goal in working with families is to include anyone who can potentially contribute to a positive treatment result. Family visitation is encouraged at a designated time each week, and consultation from referring staff and other community-based family services supports this effort. The Department of Social Services supervised child visits are arranged through the case management staff and are scheduled depending on the therapeutic advantages these visits bring to the client.

Staff Supervision and Training

Regular weekly Clinical Supervision, ongoing training and continuing education are essential program components for staff. Monthly trainings are offered on a variety of subjects, including CPR, how to respond to psychiatric



The new building has an exercise room where the clients can work out.

New Hope



There is a brand new kitchen where two sit-down meals are prepared daily. The clients get their own breakfasts from the kitchen supplies when they get up each morning.

emergencies, and CPI (non-violent physical interventions). Additionally, clinical staff members are required to attend case conference reviews intended to enhance skills around specific client concerns. Individual supervision by a licensed, Master's level social worker is provided on a one-hour-per-week basis to each individual counselor/case manager. Nurses receive individual supervision from the RN Nursing Supervisor on a bimonthly basis. All patient cases are reviewed daily in treatment team meetings under the clinical supervision of the Program Director or the Clinical Coordinator.



Two clients in the Women's Services unit at New Hope enjoy a day in the sunshine.

Women's Services

In the fall of 2002, New Hope was able to increase its women's unit to twenty beds. This expansion has allowed the program to designate an entire floor of the facility to women's programming. Gender specific groups and activities have been designed to address women's issues. Case managers trained in working with women and addiction are available twelve hours each day. Because the New Hope program is coeducational, the women are also able to participate in other groups that are integrated with the men's unit, such as AA meetings .

The goal of designated programming is to provide the opportunity for women and men to begin the process of exploring and dealing with issues that may be uncomfortable to discuss in mixed company. Because clients at New Hope are early in their recovery process, the safety of gender specific programming encourages clients to speak up and address their issues in an environment that many find more comfortable.

Building and Location

New Hope is located in a three-story, totally renovated brick building at the former Naval Air Base in the city of Weymouth. Within the facility is a new kitchen, dining room, several lounge areas, and thirty bedrooms, each with a private bath, for the sixty participants in the program. Five of the bedrooms have been specifically designed for disability access. The grounds also provide ample space for outdoor activities and parking.

For more information about the New Hope program, please contact Peter Collins, Program Director at (617) 878-2550



New Hope
61 Redfield Road
Building 115
South Weymouth, MA 02190