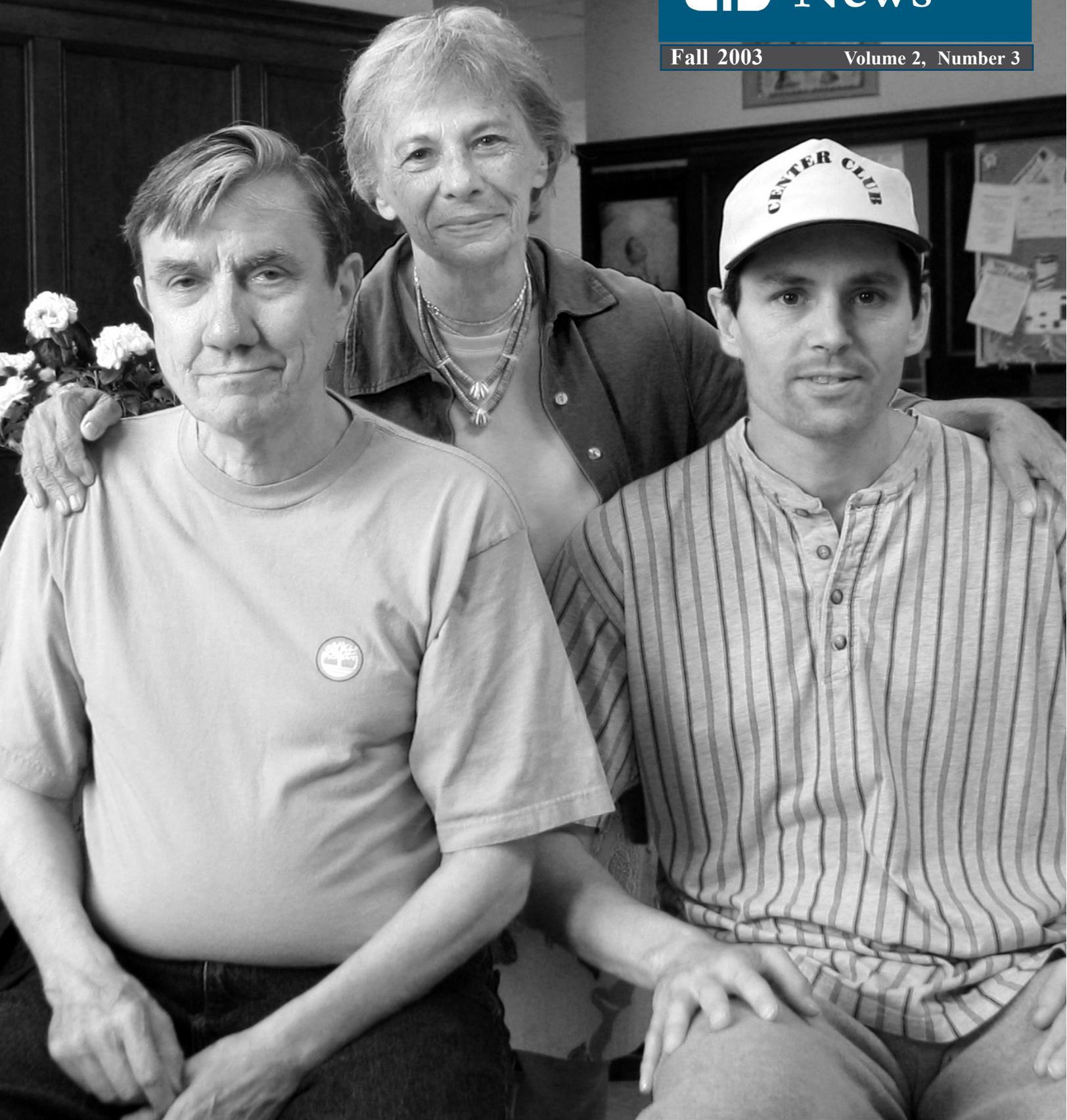




# BayCove News

Fall 2003

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**Special Rehabilitation Issue**

## A Message from the President

Thirty-three years ago I was working in the credit department of a large manufacturing company in Syracuse, New York. I had recently moved to the Syracuse area so that I could live closer to my future wife who was attending Syracuse University's School of Education in a Masters in Rehabilitation Counseling program. That summer I attended a number of social events with my wife. One of these events was held at the local Association of Retarded Citizens headquarters and sheltered workshop building. A tour of their brand new facility was included as a part of this event. It was the first time that I had ever had the opportunity to meet individuals with mental retardation, and I was completely blown away by the general feeling of excitement, possibility, and unconditional positive regard displayed by the folks being served. The next week I gave my notice at the manufacturing company and applied for a position as a front line worker in the "sheltered workshop." That fall I changed my college major from business to psychology and embarked on a career of helping folks challenged with disabilities live happy, fulfilling lives. I have never once regretted that decision.



*Stan Connors discusses a problem with a client.*

Now my day-to-day duties and responsibilities often preclude my being able to spend great amounts of time with those we serve. However, it only takes a quick visit to our Center House programs for me to once again experience those feelings of *unlimited possibility*. The fundamental belief that all human beings can grow and learn and live productive and satisfying lives permeates all that Center House does: the excitement of our job developers as they announce a new employment opportunity; the satisfaction of acknowledging the success that one of our clients has had in their education program; the genuine caring that is so evident between staff and clients; and the unconditional support that those we serve give to one another. All of these things remind me of just how much I loved my first direct care job.

We are very proud of all of our successes and never lose sight of all the support that we receive in fulfilling our mission. None of us will ever give up on those we serve or in our commitment to helping all individuals meet their own goals for a better life.

You can help our Center House programs be even more successful by directing our job development staff toward any employment or training opportunities that you might discover. Please forward these leads to the new Job Developer at CAR (Career Advancement Resources), Greg Walther, at (617) 788-1023. Thank you for helping us make a real difference in our world.

## CENTER HOUSE DIVISION NEWS

### Psycho-Social Rehabilitation Services: Effective and Widely Used in Bay Cove's Rehab Programs

The core principals of Psycho-Social Rehabilitation focus on the belief that each person has something to contribute to community life and can grow and change, no matter how serious the mental illness. Services are designed to empower people who have a mental illness, and to engage them in a partnership through the rehabilitation process that recognizes the strengths and wishes of the individual.

Interventions help the individual learn to compensate for the effects of mental illness through the development of new skills and coping techniques and a supportive environment. They also counteract the effects of the hopelessness and helplessness that often accompany a serious mental illness, by restoring a sense of confidence and by building on the strengths of each person, emphasizing

wellness rather than illness.

Many support services include clubhouse programs and other client-operated service-supported employment, transitional employment, supported housing, supported education, and social/recreational programs. Bay Cove has two clubhouse

programs, Center Club and Casa Primavera, where social, recreational, educational and employment programs are core services. Bay Cove also has



Center Club members enjoy an outing to Wampatuck State Park.

a number of other supported and transitional employment programs and supported education programs at Center House and Gill Rehab.

### Agency Represented by Fifteen People at IAPSRS Annual Conference



Carolyn Walker was one of the presenters from Center Club.

The 28<sup>th</sup> Annual Conference of the International Association of Psycho-Social Rehabilitation Services (IAPSRS) was held this spring in Atlanta, Georgia. This year fifteen people from Residential Services and the Center House programs attended and several presented workshops. Center House is one of the thirteen founding organizational members of IAPSRS.

Veronica Neilson-Vilar (Director of Casa Primavera) taught a half-day Institute on *Engaging Spanish-Speaking Program Participants*. Mary Gregorio (Director of Center Club), Vinnette McKay (Center Club Program Coordinator for the

Employment and Housing Unit) and Carolyn Walker (Center Club member) presented a workshop on *Celebrating Diversity the Clubhouse Way*. Sarah Berger (Center Club Education/Employment Specialist) lead two workshops, entitled *From Homeless to Wall Street* and *For Safety Sake (Risk assessments and treatment planning for mobile community outreach programs – PACT programs)*

In addition to the thousands of attendees, the local IAPSRS Chapters were well represented with over one hundred people attending from all over Massachusetts.

## Young Adult Services Applauded at Career Advancement Resources

By Mark Crosby, Director

Career Advancement Resources (CAR) is a supported education and employment program that provides access to jobs, school and training for adults who have a mental illness. All of these services are designed to help participants regain their sense of self worth, purpose, and vocational confidence by assisting them to become successful in the working and learning environment of their choice.

Recently, the Department of Mental Health has recognized CAR for its outstanding work with young adults, including those transitioning from high school.

The CAR young adult rehabilitation model works well for this age group of people with mental illness because:

- CAR works in a flexible way, allowing each person to set the course of his/her progress.
- Services are provided on a one-to-one basis so that there is no program to attend. Rather each person receives the desired services through individual appointments.
- CAR staff members connect young adults to schools, training programs, and/or jobs in the community. This is what others their age are doing.
- CAR meets people where they are. Staff members often go into high schools (such as Bay Cove Academy) to help with the students' transition to services.
- Often, CAR staff members are young, and with them these young adults feel comfortable and understood. For the same reason, staff can accompany them to campuses and blend in.
- Young adults can work on educational and employment goals under one roof. Many times, people work part time while going to school.

The program qualities mentioned above have long been available to participants of all ages. However, it is just recently that the program has been recognized as



*CAR's computer learning classrooms offer training on the latest Microsoft Office programs.*

a uniquely effective model for young adults. Currently, about 20% of active participants are between the ages of 19 and 26. CAR staff continues to listen to participants and funders to discern how they can be more responsive to the unique needs of younger adults.

## Center House Psycho-Social Rehab Programs Cover a Myriad of Activities



## Center Club Celebrates its 45th Birthday

By Mary Gregorio, Director

Center House's origin dates back to its founding in 1959, as the first Social Club for adults with psychiatric disabilities in New England. Center Club has evolved over the decades and is now considered a *Clubhouse* Program. Clubhouses are communities organized to assist adults, who have psychiatric disabilities, in the management of their illnesses so that they can rejoin the worlds of employment, education, family and friends. There are approximately thirty clubhouses in the Commonwealth of Massachusetts and over three hundred fifty of them worldwide, including locations as diverse as Sweden, Japan, Germany, Canada, Ireland and the People's Republic Of China.

### Some Impressive Statistics from the Club

- In FY '03 (July 1, 2002 – June 30 ,2003) 200 people were referred to Center Club.
- The average weekday attendance was 105 people.
- Staff members assisted 127 different individuals with housing, providing 2,453 hours of support.
- 148 members were enrolled in educational classes through the Club.
- Outreach was provided to 880 individual club members.
- 27 members worked in transitional employment positions. (These are temporary part-time jobs in the community which are "owned" by Center Club that provide opportunities for members to ease back into competitive employment.) The people in these positions worked a total of 9,042 hours.
- 57 members worked in supported employment positions for a total of 30,644 hours.
- Staff developed 33 new supported employment placements during this period.
- 94 members worked independently, utilizing the club's social program.
- Hours of attendance for all members during this period was 116,116.

## Speaking of Birthdays !!!

Edith Hamburger celebrated her 80th birthday at Center Club in August. She has been working at the Club for the past 38 years. When asked why she hasn't retired, she replies with, "Retire? What would I do with myself all day if I retired? I don't like to go out to lunch, and I hate cards."

We can assure everyone who reads this newsletter, that members and staff alike at Bay Cove are very thankful that Edith loves her job. Many of her colleagues refer to her as their mentor.

Congratulations, Edith!



*Celebrating Edith Hamburger's birthday at Center Club are, from left to right, Rose Di Piro, Patricia Haran, Edith Hamburger, Mary Gregorio, Mary Benway and Luis Gonzales.*

# Center House Day Treatment Program Helps People with Mental Illness Avoid Hospitalization

## Program Overview

At Center House Day Treatment, clients with a broad range of serious psychiatric conditions, including mood, anxiety, dissociative, personality and psychotic disorders, are helped with a combination of highly structured treatment modalities.

The treatment team, in cooperation with the client, develops individual treatment plans that promote the rehabilitation process. Clients are enrolled in selected groups according to their individual needs and in conjunction with one of six different *Treatment Tracks*. The staff facilitates a schedule of therapeutic sessions that vary from day to day throughout the week. Group sizes range from five to twelve clients.

Therapeutic groups focus on verbal processing, psycho-educational affect management and expression, and using coping and cognitive-behavioral (including Dialectic Behavioral Therapy) techniques. Other group sessions feature the building of self-esteem, living skills, pre-vocational education and stress management. The sessions are integrated into a

therapeutic setting that promotes the development of social skills and provides a safe environment in which to practice these skills.

This high intensity program is designed to work in conjunction with individual therapists and other care providers who already have ongoing relationships with the client.



*The treatment team develops individual treatment plans that promote the rehabilitation process.*

## Day Treatment Program Updates

*By Rainer Felber, Director*

We have had a very successful time period at the Day Treatment Program. As a result of the solid programming, the confident and dedicated work of the staff, and the inspired enthusiasm of many of our clients, an unusually high number of program participants have been able to graduate from the program and then go on to pursue job and educational goals.

We have experienced a great influx of clients with more difficult-to-treat problems. Many more clients who are dealing with addiction disorders in addition to their mental illnesses have found their way into our program. People with severe trauma histories, with disabling medical conditions, and an unusually high number of

people with forensic involvements have been referred to the program as well.

Two more professional staff members have recently joined our team. Gabriela Kotliar, an expressive therapist who previously worked in another day treatment program in Lawrence, has had a major impact on the program. She has been developing a fully integrated intermodal approach to treatment through the expressive arts. Some of her group topics covered mind-body integration, self-awareness and expression through the visual arts, and identity-building role-playing activities. Her work has reached many clients who previously had difficulty connecting with treatment. More recently another social worker, Jessica Weisner, joined our team. She is a new graduate from Simmons College with a Master's degree in Social Work.



*The Weekly Schedule lists "Fitness" as one of many classes or activities available to clients.*

## Neal: A Success Story from Drydock

by Jasmine Lai

Talk about a success story, not only for Neal, but also for Center House Employment Supports! Five years ago, Neal says, "I was at CHE (Center House Enterprises) for a while. Before that, I was at a mail processing facility . . . that's gone now."



Neal used to work at Center House Enterprises.

Nowadays, Neal is living and working with minimal support. In the five years since CHES helped him get a job in the Transport Department at Brigham and Women's Hospital, Neal has really made a place for himself. Neal's supervisors have reported that Neal is a real success. Four hours a day, five days a week, Neal puts on his uniform, turns on his walkie-talkie, and begins his working day.

Most days begin with the delivery of flowers. Neal picks up flowers at the Hospital's flower station, figures out where the patient is staying, and delivers the flowers to the nurse's station in that ward. In addition, a daily log must be kept detailing each delivery, the floor delivered to, the time and patient information. "Down time" on flower deliveries usually means Neal has time to collect wheelchairs from the parking lot. "There are two places in the lobby that I check when I don't have any flowers to deliver. Sometimes I even go through the parking garage looking for wheelchairs." Many times

after patients have been discharged, wheelchairs are left in the parking lot, and it is Neal's job to return them to the lobby.

Neal says that his favorite part of the job is, "Bringing the flowers. People getting flowers makes it a little easier for them." Thankfully, coworkers "have been nice to me," and he says that they make him feel comfortable. When I asked Neal about respect, he replied, "They respect me (when) I deliver the flowers."

Work was not always such a success for Neal. He had trouble getting to work on time. In fact, being late to work almost became a daily occurrence. Neal's determination to keep his job, however, prompted several ideas to help him get to work on time. With a concerted effort between Neal, support staff at his house, and the CHES Senior Employment and Education Counselor, Melbourne Henry, tardiness has been improved upon. In fact, Neal says, "I am proud of being able to get to work on time. I give myself time to get ready, and now I know how long it takes to get ready and get to work."

Nowadays, talk about Neal centers on the fact that he has been working in the Transport Department at Brigham and Women's Hospital for *five* years!



The "new" Neal now works at Brigham and Women's Hospital.

## Employment Supports Volunteers Shop for Elder Group Home

by Jasmine Lai

Participants from the Education and Training programs at Center House Employment Supports (CHES) embarked upon a new project with the Committee to End Elder Homelessness, also based in Boston. We call it Community Connections. Since February, it has been an exchange of people helping people.

Groups from CHES go Tuesdays and Fridays to a group home for elders living in Dorchester. Some folks like to call it, "volunteer shopping." The shopping excursion begins with a trip to the group home to pick up the week's shopping list. Then it's off to the food market to find and buy the week's food supplies for the house. Lastly, the groceries are transported back to the group home, and carried inside. Though the groceries are heavy, groups and staff from both programs have made and kept their commitment to this project. There are equal benefits, it seems, and feedback has been positive. Not only have certain individuals chosen to go "shopping" each week, when asked the following responses were received: "I like it," said Rasheed from CHES. "Helps out the old folks, you know." Another frequent volunteer shopper said, "Yeah, I helped them out." From the other end, staff from the Committee expressed their appreciation by sending cards and inviting volunteers over to the house for a cookout. As winter approaches, we hope that this volunteer commitment will continue and next spring we can celebrate one year with the Committee to End Elder Homelessness.

## OTHER AGENCY NEWS

### Bay Cove is Awarded Two New Contracts

#### •The Mill Street Residential Program



*Mill Street Residence*

Bay Cove recently purchased a two family duplex on Mill Street in Quincy to be used as a permanent home for

six men who have developmental disabilities. Most of the men, who are in their early twenties, are Chinese. Over the last several months, staff members have worked with the men's parents, other family members and staff of DMR to develop and find a home for the men that best meets their needs.

Bay Cove is fortunate to have found such a great house in this nice, quiet neighborhood. It has a good layout and is in wonderful condition. As a duplex, the house has two side-by-side apartments, each of which will be home for three people. There is a large yard that the men will enjoy, and the home is near stores and public transportation. There is ample parking in the large driveway for staff and visiting family members.

Twenty-four-hour staff coverage will provide the men with a range of support and will help them adjust to their new life in this community.

#### •The Boston Emergency Services Team Program (BEST)

This winter, Bay Cove Human Services partnered with Boston Medical Center and North Suffolk Mental Health Association to submit the Boston Emergency Services Team (BEST) proposal. Last spring, Bay Cove and its partners were informed that they had won. The BEST program (which opened July 1st) will operate throughout the Greater Boston care system to provide emergency services, bridge gaps to continuing care and intervene to prevent crisis.

The team will 1) assess behavior in a crisis situation, 2) link the consumer/family to treatment, services, and systems that over time, can help prevent future crises, and 3) provide

short-term acute care (including psychopharmacology) until the consumer is adequately linked to appropriate treatment, services and systems.

Services include mobile teams, urgent care clinics and a crisis stabilization unit.

The BEST partners share a longstanding mission to serve persons who have complex psychiatric and co-morbid conditions in a

manner that prevents further disability, promotes recovery and preserves their dignity.



## Annual Dance a Huge Success

Each year friends from the MR Residential programs gather for the Spring Fling Dance at the Teachers Union building in South Boston.



*Ed Wade (Willers Street), Leon Dean (Columbia Road), Paula Nelson (MRSH), Bervelyne Louis and Janet Greenberg (MRSH) watch the dancing.*



*Chris Mullen, Marcos Santiago (from Lindsay House) and Jamie Andrews catch some fresh air outside the front entrance.*



*Linda Hazelton from Williams House chats with Helen DeSantis.*



*Nadine Hyrcenko and Ann Feeney of Juliette Street engage in an energetic dance.*



*Ruth Moran from Willers Street enjoys a snack.*



*Helen DeSantis, Diane Woefel (Adams Street), Alice Banglai and Mary Moran (Adams Street) pose for the camera.*



*Karen McNeil of Marlowe enjoyed the evening with her friend Bobby Anadore from MR Supported Housing.*

## DEVELOPMENT OFFICE NEWS

### “Arts in the Kiln” Event Was an Enjoyable Evening for All

The kiln at the Daniel C. Boynton Child Development Center was open to all on Wednesday, June 25<sup>th</sup>, for *Arts in the Kiln: A Little Local Flavor*. This fundraising event featured local art and cuisine in the midst of the historic former Dorchester Pottery Works and raised about \$2,500 toward the restoration of the kiln building. The event was sponsored in part by WHDH-TV Channel 7, Gary & Lynne Smith and John Corcoran.

Photographer Paul Foley’s pictures of children from the Bay Cove Early Intervention Program were on display for the first time that evening. The photos were donated by Paul through The Art Connection, a non-profit organization that seeks to enrich and educate underserved communities by expanding public access to original works of art.

Event guests enjoyed a variety of food donated from restaurants in Dorchester and South Boston and an art auction, courtesy of several local artists. At the last minute, special guest Fannie Ricci, wife of the late potter Nando Ricci,



*Photographer Paul Foley's donation of photos was displayed for the first time at the kiln event on June 25, 2003.*

donated a beautiful, original Dorchester Pottery Works bean pot to the auction — what a treat!

### Friends of Bay Cove Rock the Boat Again!

On Wednesday, August 6<sup>th</sup>, the Annual Friends of Bay Cove Harbor Cruise took to the waters of Boston Harbor for an evening of fun, food and good times. In the midst of a week or so of rainy days, the skies cleared and rendered a gorgeous night for cruising!



*Friends of Bay Cove count raffle tickets.*

Traditionally an Early Intervention Program fundraiser, harbor cruise proceeds this year were split among Bay Cove Divisions, based on the number of tickets each sold. The Residential Services Division was the major beneficiary of the event, with Center House close behind.

The Friends of Bay Cove are a group of volunteers who dedicate their time and talent to planning this event. They recruited area restaurants and businesses to donate food and raffle prizes, hired DJ Master Jay from JAM’N 94.5 to keep everyone’s toes tapping and were even busy all night taking pictures. To catch a glimpse of the happenings on board, email Lynda Butler at [lbutler@baycove.org](mailto:lbutler@baycove.org) for instructions for accessing the pictures online.

### Development Office Welcomes New Staff

Please join us in welcoming **Chris Rosol** and **Pat Patricelli** to Bay Cove’s Development Office.

**Chris** joined the team on July 21 as the Manager of Development Operations. In this new position at Bay Cove, Chris is responsible for Development Office data, finance and office management.

**Pat** started on August 4 as Special Events Coordinator. She’ll be working part time to coordinate fund raising and donor cultivation events, as well as volunteer activities.



*Chris Rosol and Pat Patricelli*

The existing Development Office staff has taken on new roles as well. **Lynda Butler** is now Manager of Institutional Giving and **Nicole Brown** is Manager of Individual Giving. **Marion Nierintz** will continue to serve as Director of Development, Marketing and Public Relations.

This expansion and reorganization of the Development Office is a result of a major operating grant received from The Kresge Foundation. This grant aims to improve the development activities of Bay Cove and challenges the Development Office to raise over \$5 million in private support for all of the outstanding programs and services of Bay Cove over the next five years.

## Grant Restores Services to Children in Dorchester

This year, due to state budget cuts, the children who attend the Small Wonders Nursery School (a school that specializes in providing services to children with disabilities) suffered a devastating reduction in critical services. The funds available for their therapeutic group sessions were cut in half. This meant that children who were eligible for two 2-½ hour toddler's developmental playgroup sessions per week were cut back to one group per week. This 50% reduction in group sessions had a devastating impact on the children's progress, as the toddler groups are one of the most effective forms of treatment for children with special needs.

However, at a September 8th reception, the program was the recipient of a \$300,000 grant from the

Putnam Investments Executive Foundation to restore the groups that were eliminated due to budget cuts. The grant will benefit over one hundred pre-schoolers from Dorchester and the surrounding area.

The Putnam Investments Executive Foundation is comprised of forty-two top-ranking officers who pool their money to make grants to Boston area community service organizations. Bay Cove's Early Intervention Program and Small Wonders Nursery School, located in



*Pictured from left to right, first row: Dan Boynton, Helen Johnson, Peter Pease and Sally Graham; second row: Marion Nierintz, Stan Connors, Candace Chang, Bill Sprague, and Ray Johnson.*

the Daniel C. Boynton Child Development Center, serve over four hundred families in Greater Boston.

## You Can Be A Miracle Worker!

How would you like to make a huge donation to Small Wonders Nursery School (which specializes in providing services for children with disabilities) without spending a dime of your own money? It's possible on Miracle Day! Investors who buy securities, commodities and futures on their own



*Children benefit most when they can attend two weekly toddler groups.*

behalf, and asset managers, brokers, sales people or sales traders for organizations that trade large volumes of securities can make an enormous donation to the Nursery School without breaking the bank.

**Miracle Day** is a one-day event created by CIBC World Markets USA, an investment and merchant banking operation. It occurs on the first Wednesday in December each year to raise money for a variety of charitable organizations that help children in communities around the world.

This year, Miracle Day is happening on **December 3** and, on that day CIBC World Markets USA institutional account executives, sales and trading staff join their colleagues around the world in donating fees and

commissions to children's charities such as the Small Wonders Nursery School at Bay Cove. Through Miracle Day, you can help raise the quality of life for Boston children, helping them to prepare for entering school and contributing to their ongoing educational and community achievements.

Here's what you can do:

- Spread the word to anyone you know who works at a financial institution (mutual fund, bank, insurance company, pension fund, labor union fund, corporate profit-sharing plan, college endowment fund, and so forth) and might like to be part of this effort. Organizations such as these can contact their CIBC representative between September 8 and November 3,

2003, and designate this special nursery school to receive up to 50% of their trading fees and commissions on Miracle Day. Please let the Development Team know so that it can provide your contact with the necessary information to make this very simple nomination for Early Intervention.

- As individual investors, you, your family and friends can contact CIBC and request that up to 100% of the fees and commissions on trades from November 26 – December 6, 2003, be earmarked for Small

Wonders Nursery School. Contact the Development Office for more information about this opportunity.

To learn more about Miracle Day or to suggest possible organizations or individuals who'd like to support Early Intervention on December 3, 2003, please call Marion Nierintz, Director of Development, Marketing and Public Relations, at (617) 371-3167 or email [mnierintz@baycove.org](mailto:mnierintz@baycove.org).

Together, we can make this "miracle" happen and make a real difference in the lives of hundreds of Boston families.

**We are very grateful for the Putnam grant which will help restore the second developmental playgroup sessions for toddlers through the spring. However, we are still struggling to supplement these funds in order to continue these services further into the future. You can help by participating in Miracle Day.**



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