

bay cove news

Winter 2010

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partnering with peers

center club client says everybody has a story and everybody is important; peer facilitating helps him and others

Michael Barker is a member of Bay Cove's Center Club, the oldest clubhouse in New England for people with psychiatric disabilities. The clubhouse uses self-help principles, and operates on a peer and partnership model. Like other club members, Michael attends on a voluntary basis; participates in social activities; and receives employment, housing, and education services.

Here, Michael describes his life with mental illness, and his passion for helping others overcome their own challenges.

I lost over 135 pounds, and I keep this [old driver's license photo] as a reminder to show people if I could do it, they could do it. That's part of my peer facilitating — I use this as a technique to encourage people that if I could do it, they could do it. And if I could get off of drugs and alcohol, they could do the same. And they could hold down an apartment the same way.

I started peer facilitating because I had a friend that was doing peer facilitating. We was all peers coming together. He would get the place set up with chairs, you know, for a comfortable place to sit down. And maybe some soda or coffee and some cookies.

We would get together, and we would let everybody

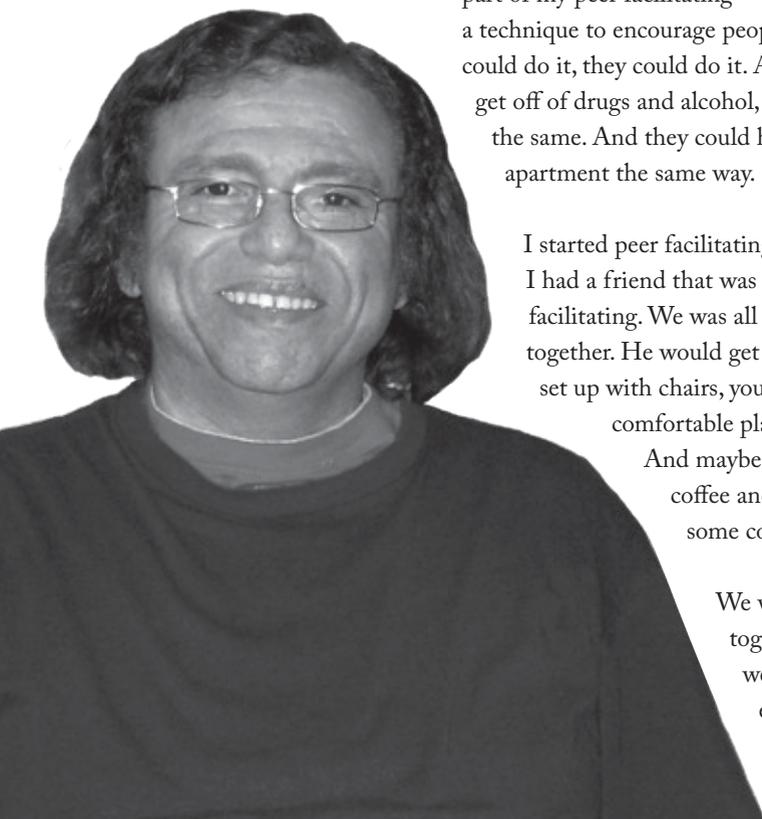
know that we all suffer from a [mental] illness. All we are here to do is share our life experiences and share ideas and get feedback. Like how they treat you if you got a part-time job or whatever, how they look down on you and how you feel, and how would you handle that. So we trade ideas.

And whatever goes on in there [the meeting] stays in there so nobody don't have to feel embarrassed about what was said. But you don't have to say nothing either, you can sit there and listen 'til you feel comfortable. We create that.

It also helps me. And it reminds me that it doesn't take that much for me to lose whatever I have gained. It helped me and it helps others.

I know everybody has a story. Everybody has feelings.

[continued on page 3](#)



management's message



Bay Cove President and CEO Stan Connors (left) and Executive Director Bill Sprague.

Partnership and recovery are two fundamental pillars of Bay Cove. Our long history of collaboration with the people we serve, added to our partnerships with other non-profit organizations and our public and private funders, has helped achieve recovery and full, rich lives for thousands of our most vulnerable neighbors, even in these difficult times.

While Bay Cove continues to grow, and our fiscal health remains good, the last two years have been particularly difficult and stressful for the people we are serving. Public funds for human services have been shrinking steadily; programs and services have been scaled back or, in some cases, eliminated entirely. Other services have been targeted for significant budget cuts, only to have these cuts reversed at the last minute due to public outrage and/or the discovery of some additional (often one-time) sources of funds. While we may be seeing the first signs of economic recovery (which will surely help in the long run), all indications are that public funding for human services will be cut by another 10 to 15 percent in next year's FY2011 budget for Massachusetts. The full impact of these state cuts on Bay Cove is not yet clear. Thankfully, our private partners — individuals, corporations, and foundations — have continued to offer significant support to Bay Cove. Therefore, our overall financial standing remains strong.

“While Bay Cove continues to grow, and our fiscal health remains good, the last two years have been particularly difficult and stressful for the people we are serving.”

Bay Cove needs the help of all our partners, as we seek to preserve the critical services that we provide to so many of our disabled and elderly neighbors. One way you can help is by going to the advocacy page of our web site (www.baycove.org) and adding your voice to the voices of your fellow citizens, who truly believe that (to paraphrase Vice-president Hubert Humphrey) the measure of a society is how that society treats those who are in the dawn of life, the children; those who are in the twilight of life, the elderly; and those who are in the shadows of life, the sick, the needy, and the handicapped.

Thank you again.

A handwritten signature in black ink that reads "Stan Connors".

Stan Connors
President and CEO

A handwritten signature in black ink that reads "Bill Sprague".

Bill Sprague
Executive Director

partnering with peers

continued from page 1

[Growing up] I had a wandering mind. I started hating myself because I knew other kids were progressing, and I felt like I was just as good and smart, but they would do better. I just couldn't focus.

I was in special ed. and was embarrassed about that. I was going to quit, I couldn't take it no more, and that's where I got involved in drinking. I didn't like the idea, but it kept the pressure off of me. I felt good.

My mother begged me to stay in school and I did. A friend of mine was going to college for advanced metal machining, so I wanted to go with him. I figured if I could get this trade down pat, I could learn on the job. I went there, but I never completed 'cause I ran into the brick wall again.

I felt like I was capable, but I could never quite get it, could never quite do it.

I was drinking in my mother's house and working odd jobs. I got kicked out eventually, and I was in the streets. I had to drink to face people. It became survival, otherwise I would be paranoid and afraid and sad and depressed.



Center Club member Michael Barker works at one of the club's computer stations.

I slept in dumpsters to stay warm, with bags over me, so I could get up in the morning to go and pick up cans to make ten, fifteen bucks so I could go and get a drink. So that's the way my day went for a couple of years.

I felt like my world was coming to an end. I can't progress in life. I can't be like regular people and hold down a job. Have my own place. One time I said to one of the nurses [at a shelter], "I don't know if I can take it anymore. I need some psychological help. I need a really strong place to go to get fixed." And she found me a shelter for people for psychiatric problems.

I never picked up a drink again. They put me on medication. I had a psychiatrist and a therapist. I also had day classes. I felt more at home and comfortable. After about a year they found me an apartment.

I stay well. I lost weight. I learned how to eat a little better. I got a bicycle at the age of 50 years old.

I know everybody wants to be heard. And everybody's important. And I treat people like human beings, like I want to be treated. I know how these people are because I'm one of them. ■

a vision comes to fruition

charlestown recovery house: a success story

Charlestown Recovery House, Inc. in Charlestown is a twenty-five bed program for recovering addicts dealing with alcohol and opiate addictions. The program was created as part of a volunteer initiative undertaken by a group of individuals who worked for almost a decade to gather resources, build community support, and secure donated land. These four volunteers had a vision: they wanted to build a recovery home in their own neighborhood, to give back to their community. They realized, however, that to receive loans, accept state contracts, and secure gifts from major donors, Charlestown Recovery House would need to partner with an established not-for-profit organization that

could demonstrate a history of operating in a financially sound manner and provide the expertise to manage recovery programs on a daily basis. In 2005, the volunteers approached Bay Cove, and the vision of Charlestown Recovery House began to come to fruition. The four volunteers oversaw construction of the building, and Bay Cove now provides the services. Bay Cove President Stan Connors says, "It is very much a partnership. Charlestown Recovery House made a lot of promises to the community and they have enormous respect there. The program is one year old, and it's gone very well." ■

bay cove staff partners with participants and community members

human rights: the heart of bay cove's mission



Human Rights Committee members Kelli Waska, Bobby Anadore, and Kathy Verni.

The Human Rights Committee is an essential part of Bay Cove. The committee's mission is to uphold and protect the rights of individuals who receive services from programs operated by Bay Cove. Committee members provide monitoring, investigation oversight, and advocacy for agency programs. The Human Rights Committee brings together many perspectives to ensure the highest quality services through objective oversight of human rights. To learn more about the committee, Bay Cove News interviewed three committee members: Kelli Waska, a Bay Cove staff member; Kathy Verni, a volunteer; and Bobby Anadore, a Bay Cove consumer in Developmental Disabilities Services.

How does the Human Rights Committee help the people Bay Cove serves?

Kelli: One important way is putting a human rights perspective on day-to-day activities. Bobby's really good at this. We look at this a lot when we do site visits... like looking at the menu for the week and asking, "How did you decide what everyone in the house is going to eat; is it what staff is saying everyone's going to eat?" Also, there's no bedtime. People have the right to go to sleep and

wake up whenever they want to. They have the right not to go to work in the morning if they wake up and they don't feel good.

Kathy: We might say, "Here are some ways..." or, "What would you think about doing this..." to get people more interested in planning their own menu. This is also an opportunity to teach about nutrition, and to teach independence around what to shop for and how to prepare it.

The Human Rights Committee exists because Bay Cove has a mandate to make sure that people's rights are protected. We look at things from a human rights perspective. Is human rights integral to everything else? Of course it is. It's more about [issues like these]: While implementing a policy or a rule, are you being respectful? Are you giving the person options and ensuring the person is aware of all the options? During treatment, are the human rights being supported?



did you know?

- ★ More than **80%** of Americans contribute to the nonprofit groups of their choice throughout their lifetimes. Yet, according to research, only around eight percent of people chose to continue this support through a charitable bequest.
- ★ Some individuals are able to leave extraordinary bequests to organizations. At the same time, bequests often come from individuals who don't have great wealth but are equally passionate about particular organizations. For many of them, leaving a bequest is a way to do something they never could have done during their lifetimes from assets alone. Gifts large and small are important.
- ★ A legacy gift is a true partnership — it allows you to help Bay Cove, while you preserve your financial resources for yourself and your beneficiaries. Bay Cove's Planned Giving Program is designed to offer a wide range of giving options that maximize income and tax benefits for you and your family. For further information, please visit www.baycove.org/plannedgiving. ■

Kelli: Having clients from our programs [like Bobby] involved in talking about some of these plans is important because maybe they have lived in a situation like that before. So they know firsthand how that feels. It might be something we may never know. For example, Bobby made a really good point at the last meeting about van rules. It was something we never had thought about.

Bobby: You can't smoke in the van. You go in the van everyday, like to go to work. We have many programs, and when [clients] want to go out

to smoke, but it has to be done in the proper area, and has to be done with an eye towards respecting other people's rights not to be around the smoke.

What motivated you to join the Human Rights Committee?

Kelli: I started working at Bay Cove in one of the mental health residential programs ... [and] I was a Human Rights Officer. When the [Human Rights] Coordinator position was open, I'd already been familiar with how human rights is viewed at Bay Cove.

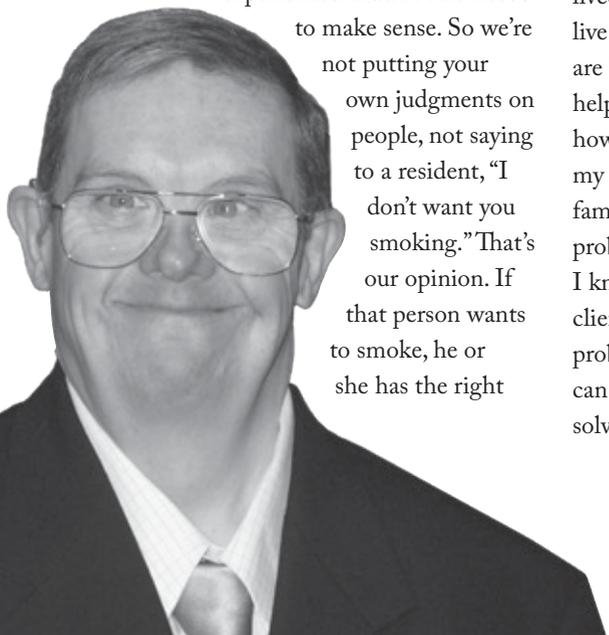
"I know how Bay Cove staff and the clients work together if they have a problem. People who have a problem can come to us. And we can help solve that problem."

to go shopping or go to the movies or go bowling, [they ride in a van]. There should be a sign that says "No Smoking." Because that way you know what the policy would be. They have a right. You can't [just] say to someone I don't want you to smoke there. They have a right [to know the rules in advance].

Kathy: And I think you [Bobby] have experienced that. A rule needs to make sense. So we're not putting your own judgments on people, not saying to a resident, "I don't want you smoking." That's our opinion. If that person wants to smoke, he or she has the right

Kathy: My background is in social work and I decided several years ago to take a break from working. I worked in a very high-stress job for many years with a long commute, and so I was looking at volunteer opportunities. I had loved my job where I worked with people with a huge range of mental health issues from very minor to very significant.

Bobby: I started at Bay Cove in 1980. I lived in a group home. A lot of people live in these residences. Sometimes they are handicapped people, and I want to help them to be independent. I know how to talk to help other people. I love my people at Bay Cove. They are my family too. I know most people have problems; I know how the people feel. I know how Bay Cove staff and the clients work together if they have a problem. People who have a problem can come to us. And we can help solve that problem. ■



partnering with area service providers

bay cove works with pine street inn and south end community health center

In 2009, the Massachusetts Department of Mental Health introduced a new lead agency concept for mental health services delivery. Bay Cove won a lead agency contract after submitting a unique proposal for an innovative, flexible, person-centered, and recovery-based service delivery model. The model is known as Community Based Flexible Supports (CBFS).

Bay Cove News sat down with Bob Schueler, Deputy Director of Mental Health Services for Bay Cove, to learn about two major partnerships under this new contract.

What is your role within CBFS?

My role is overseeing all the flexible support teams, which are a large component of the new CBFS contract.

Could you describe the flexible support teams? They seem integral to Bay Cove's new partnerships.

What we did was take a collection of group homes and supported housing programs and integrate them. Each client is now served by a flexible support team. The idea in creating the teams was that the relationship between staff and client would carry through changes in the client's living arrangements. For example, a client might start out in a group home, or homeless, or living with parents. Rather than going from program to program and changing staff relationships, the client would maintain the relationships within his or her staff support team while moving among different living situations. Staff help clients navigate through the system and get what they want and need, when they need it. Teams provide counseling and rehabilitation services to people, help bring resources to bear, and match



Bob Schueler, Deputy Director of Mental Health Services for Bay Cove.

up clients' needs with where they want to go in their lives. In this way, we can more effectively support each individual's recovery because we can tailor services to their goals rather than see them as moving from program to program.

Who are Bay Cove's main partners and what are their roles?

There are two main partners with our CBFS contract for the Fuller/Bay Cove area, where we are the lead provider. We subcontract with Paul Sullivan Housing, which is part of Pine Street Inn, and they run one flexible support team and a network of houses. We also subcontract with South End

Community Health Center, which runs three flexible support teams. Bay Cove runs five of our own flexible support teams and our own network of houses, along with a sizable network that we recently acquired from another provider.

Partnering is an industry trend, and seems to be a key component of the new CBFS contract.

That's right. The state is less involved in providing services directly. The functions that had been performed by state employee case managers or state administrators are now provided by the CBFS provider. We're in charge, as the lead provider, to coordinate all

that care. For example, it used to be that clients were evaluated by the state case management system and received an individual service plan that determined what services they needed. Then the state would refer them to providers like Bay Cove for specific services, and we would provide the service. Now clients are simply referred to the lead provider. So if a client is referred to us, we have a full-time intake worker who does an intake assessment and passes that initial assessment along with her recommendations to me. I assign them to a flexible support team operated either by us or one of our partners. Then the team completes the assessment and works with that person. Usually there's some form of housing needed, so we make that determination and then we try to make it happen.

**Are the partnerships working?
Are they helping Bay Cove provide the most effective, compassionate care possible?**

The partnerships are working really well. Our partners come to two meetings a week: one leadership meeting, where we deal with any issues in the system, and one risk management meeting, where we discuss our most at-risk clients and plan together. So they [the partners] are very much involved with us. We work very closely together and we chose our partners well. In terms of working together in an integrated way, I'm really very pleased with the way that's going. ■

medical students give flu shots; get developmental disabilities training

Eight years ago, Dottie Farrell R.N., Director of Health Services for Bay Cove's Developmental Disabilities (DD) Services, was searching for a way to vaccinate group home residents efficiently. She discovered a local coalition working with medical students to vaccinate disadvantaged elders. Dottie contacted the coalition to ask about their interest in vaccinating DD residents.

“It's great for us because we are able to get a large number of people vaccinated without taking them to the doctor's office one client at a time.”



Dottie Farrell R.N.

She says, “They jumped at the chance because the population is one they don't see that much.” Dottie joined the coalition's board and since then, Tufts and Boston University medical students have been attending clinics to administer seasonal flu shots to Bay Cove consumers. In return, medical students who participate in the clinics receive training on developmental disabilities from Bay Cove staff. Dottie says of this partnership, “It's great for us because we are able to get a large number of people vaccinated without taking them to the doctor's office one client at a time. And it's really good for the medical students; the exposure is great.” ■

bay cove human services presents
A PEARL OF AN EVENING
save the date!
Wednesday, May 12, 2010, 6:00 pm
The Fairmont Copley Plaza

The poster features a dark blue background with several light blue circles of varying sizes. The text is centered and uses a mix of serif and sans-serif fonts, with the phrase "save the date!" in a large, elegant script.

center club party a holiday season highlight for volunteers and members



Hanukkah party hosts Burton Herman, Carol Dexter Herman, Lynne Smith, and Gary Smith.

In December, Bay Cove volunteers Burton and Carol Herman, and Gary and Lynne Smith partnered with staff to host the annual Hanukkah party for Center Club members. Lighting of the menorah was followed by a festive holiday dinner in the club's dining room. Center Club Director Mary Gregorio said, "This event encourages members to socialize during the holidays, which can be a difficult time for those who feel isolated or are without family." Every year, club members say they appreciate learning about different traditions and like the different kinds of food served. Volunteers say the Hanukkah party at Center Club is the highlight of their holiday season. According to host Burt Herman, "The party starts the holiday season for me. I love being able to do it, and I always look forward to it. The people at Center Club have become my friends and my relatives." ■

Below Photo

Lynne Smith hands a Hanukkah coin to Center Club member Steve Adams.



Above Photo
Gary Smith and Burt Herman serve the Hanukkah dinner to Center Club members.

vision, mission, principles

Vision

Full, rich lives for people with the greatest challenges.

Mission

Improving the quality of the lives of individuals and their families who face the challenges of developmental disabilities, aging, mental illness, and drug and alcohol addiction. We will accomplish this mission by providing effective and compassionate services and through advocacy and leadership.

Principles

The organization is guided by a core set of principles, which include:

- ▷ All human beings have value, and deserve to be treated with respect and dignity.
- ▷ Our services must be outcome-focused, measurable, and effective.
- ▷ Treatment plans must be developed in partnership with those being served.
- ▷ The strength of our services depends on a well-trained, highly motivated workforce.
- ▷ Successful partnerships must be maintained with those we serve, as well as the community at large.
- ▷ All of our programs and services will be managed in a fiscally responsible manner.

bay cove news

Bay Cove News is published twice annually for the friends of Bay Cove.

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