



A Thread Does Not A Cloth Make

It has been a difficult winter. A recession is a double whammy for service organizations in that a recession not only affects our service recipients, but also has a deleterious effect on the agency's financial position. As you know, the economics of our situation forced us to layoff staff, cut salaries and benefits. All of us had to learn how to do more with less. It is of little solace that many service agencies are in the same boat. I see many long faces at meetings I attend.

Thank you for continuing to focus on providing the highest quality service you are able. Thank you for putting others in front of your own needs. It is exactly times like these that demonstrate the true character of our staff and I can report that once again our employees continue to amaze me with their gracious attitude, calm demeanor, and positive outlook. As Helen Keller said, "*Character cannot be developed in ease and quiet. Only through experience of trial and suffering can the soul be strengthened, vision cleared, ambition inspired, and success achieved.*"

Well, spring is here. Nature is bursting at the seams and summer holds promise of abundant harvest. Is that true of Community Care Services also? **Yes.** Our March statements demonstrated that our financial picture is rapidly improving. That our sacrifices are showing positive results and that, even though we have more work to do, the path we are following will definitely lead to success.

Currently, we are fully engaged in the budget process. This is a critical effort in that it sets the stage for next year. Just as a farmer must decide which fields should be sown with which seeds and which should remain fallow, decisions made by our managers predict the course of each program and the Agency as a whole. Our budget process amalgamates data from past years, desired changes in current functioning, and anticipated needs of our customers to form a plan which will ensure the success of each program.

Although it may sometimes be tempting to focus on what went wrong, it has been proven that the solution focused person is much more fulfilled and much more successful. As I write this, you should be aware that our:

- Connecticut Intensive Foster Care Program has accepted its first service recipients,
- that our Rhode Island Foster Care Program has received four referrals, the first referrals in many months,
- and that our Massachusetts Foster Care Program has eight foster homes very close to finishing the intensive training needed to work with the adolescents we are entrusted to serve.
- South Shore Housing, the South East Regional Housing Authority, has chosen our agency to provide supportive services to homeless families throughout the South East Region.
- our Mental Health Consultation Program has been expanded by the Department of Elementary and Secondary Education.
- Community Care-A-Vans has accepted its first referral for school transportation.
- referrals to Journey Home, our unique pilot project, have spiked rapidly.

Together we are figuring out how to provide services in a way that will attract customers, continue offering service recipients high quality products, and remain flexible for the changing environment. Our managers are meeting regularly to facilitate collaboration between programs on a scale never before attempted.

Together we are stronger. Together we will succeed. Together we will fulfill our mission to maximize the potential in all of us.



Tom Fisher,
President and CEO

A Sincere Thank You to Carol and Ernie Santos

After ten years of service foster parents, Carol and Ernie Santos, will be closing their home to enjoy a well-earned retirement. Throughout their time with the Foster Care and Adoption Program they have welcomed over 30 foster children into their home. The Santos have shown great dedication and worked closely with biological families and Community Care Services' staff to ensure successful transitions of these children and adolescents back to their biological families and to the community.



Tom Fisher, President and CEO with Ernie and Carol Santos.

The Santos' belief in the mission of Community Care Services and the permanency and stabilization goals of foster care helped them consistently go above and beyond the expected responsibilities of foster parenting. Carol and Ernie have made meaningful and lasting connections with the staff and foster children of the program.

Carol and Ernie will be leaving the program with much respect, gratitude and admiration for the work they have done with the children in the program. They exemplify the true meaning of the dedication and compassion needed to be great foster parents. Please join us in wishing them well in their retirement. ❧

Melissa Aguiar,
Marketing Specialist

On March 16, 2010, amid the smell of French toast casserole, cheesy crab muffins and parfait crepes, Ernesto ("Ernie") and Carol Santos chatted with friends who had gathered to brunch and celebrate their decade of service to the Intensive Foster Care and Adoption Program and to help the couple kick-off their retirement.

It wasn't long before the stories surfaced – the child they had cared for who developed an interest in photography; whose photos of the old Lincoln Park in Westport, MA, still adorn the Foster Care conference room wall; the neighbor's report about the foster child who had been seen walking down the street carting the couple's couch away; and the foster child taken to the emergency room who had feigned illness and after receiving a good talking to, "We took him out to breakfast," said Carol.

Through ups and downs, from family members to foster care children, anyone familiar with Carol and Ernie know they have been caring for people their whole lives. Thankful for the send-off and treasuring the support from the Foster Care team, "We've had a great crew here," said Ernie, "Susan Mazzarella, Liz Mello and Karin Silva; we go way back." Even Lola Terry, a previous Administrative Assistant, made a guest appearance. Thomas Fisher, CEO and President presented Ernie and Carol with a plaque that said, in part, "... *gratitude and appreciation ... healing hearts and touching lives ...*" in recognition of their years of service to the Intensive Foster Care and Adoption Program. "I tell legislators that I meet with that foster parents are heroes," Tom boasted.

The couple estimates that they provided 32 short term and 13 long term Foster Care placements over the ten years with Community Care Services. Like most foster parents, Carol and Ernie treated all the children they cared for like their own. "Girls

SANTOS, see page six.

Table of Contents

President's Message	1
Carol and Ernie Santos	2
Employee of the Year	3
Eagle Street	4
Grant Updates	4
Derek George	6
Care to Walk?	7
Marilyn Wood	8

Contributors

Melissa Aguiar Joan Keiper
Suzanne Gaspar Heidi Lawton

Tom Fisher, Executive Editor
Kate English, Editor/Graphic Designer

Employee of the Year 2010 Monique Ericson

Joan Keiper,
Director of Volunteer
and Intern Services

Community Care Services and Community Care-A-Vans honored outstanding employees during the Agency's Leadership meeting on March 24, 2010. Seven employees were recognized for receiving *Employee of the Year 2010* nominations. Senior Managers, the Board of Directors, Program Directors and nominees enjoyed a continental breakfast after the presentation. The nominations were received from among the Agency's 380 employees; and the winner was selected by Community Care Services' Board of Directors.

The Agency's *Employee of the Year 2010* is Monique Ericson, Administrative Assistant. Monique is a resident of Taunton and has been employed by Community Care Services for almost eight years.

Tom Fisher, President and CEO, presented the award. He shared excerpts from Ericson's nomination, describing her many contributions to Community Based Services and Mental Health Consultation Program. Fisher praised Ericson, saying "Your daily work contributes to the success of your coworkers, as well as Community Care Services' success in fulfilling our mission, to **maximize the potential in all of us.**"

Congratulations, Monique, from all of your coworkers!!



Pat Murray, Chairman of the Board,
Monique Ericson, Employee of the Year,
and Tom Fisher, President and CEO

The following is an excerpt from the nomination that was submitted by The Community Based Services Team in Taunton:

"Members of the Community Based Services Program are nominating Monique Ericson for *Employee of the Year* because she is truly the heart and soul of our team. She is extremely efficient and dependable. She is always willing to help, often having to stop her task at hand to do so. And she does this pleasantly and without complaint. We have received work-related emails from her that she has written

either while at home sick or during the weekend hours. She brings sunshine to everyone's birthdays, anniversaries, illnesses, or losses. She is exceptional at orienting newly hired employees and interns to the program, making them feel like a welcomed member of our team. Monique is knowledgeable about all aspects of the program. She has worked diligently at reviewing our billing processes to ensure that the program is reimbursed for each service it has provided. She is very resourceful. She has obtained necessities like food for clients and car seats for babies. She even makes sure that our office is equipped with tissues during cold season.

In the summer of 2010, the Mental Health Early Education and Care (EEC) Consultation Program was born. However, there was no administrative assistant to help with the start-up. Without hesitation or expectation of compensation, Monique "adopted" this program, and helped them get off the ground. She was instrumental in getting supplies, putting together presentation materials, and setting up client files....

We are nominating Monique for *Employee of the Year 2010* because she is dependable, highly efficient, very helpful, and thoughtful. She is a big part of the reason why the Community Based Services program runs so smoothly. Monique is the glue that keeps us together."~

**Congratulations to all nominees for
*Employee of the Year 2010***

Michele Burd and Jennifer Carroll
Total Achievement Program, Cape Cod

Robert (Bob) Dolley
Hillside Adult Day Health Center

Michael (Mick) Elia
Southeast Alternative School – Cape Cod Campus

Monique Ericson
Community Based Services and
Mental Health Consultation Program

Dr. Robert (Bob) Frazier
Outpatient Clinics and Community Based Services

Cara Kuczarski
Total Achievement Program, Attleboro

IT'S OFFICIAL! Eagle Community Care Estates, LLC

*Heidi Lawton,
Facilities Manager*

Eagle Community Care Estates, LLC, now legally filed with the Massachusetts Secretary of State, is ready to develop the property located at 154 – 168 Eagle Street, Fall River, MA. The Eagle Street development will provide seventeen units of housing with supportive services for homeless and low income families. Preference will be given to Fall River families and veterans who meet the requirements of the funding sources. Due to the collaboration efforts with The Women's Institute for Housing & Economic Development, funding has been made available from the following sources; Bridgewater Savings Bank, Housing Stabilization Fund, Affordable Housing Trust,

Housing Innovations Fund, Federal Home Loan Bank, HUD McKinney, and Franklin Square and Charlesbank Homes Foundations.

The property consists of three buildings on site; each three stories high with six units. The buildings are placed in a "U" around a central courtyard. This courtyard will be redesigned with paving, benches, trees and plantings to provide gathering spaces for the residents. Also, a children's play area will be added to the rear of the lot.

Renovations will result in the following: Seventeen family-sized apartments: 12 (2) bedroom units and 5 (3) bedroom units. One unit will be fully handicapped-accessible and one unit will be for the sensory impaired. An on-site office will complete the upgrades.

Eagle Community Care Estates has awarded the 1.7 million dollar construction project to R.P. Valois & Co. of Dartmouth, Massachusetts. The rehabilitation scope includes new kitchens and baths in all units to include new appliances, fixtures and cabinets as well as major upgrades to the electrical, plumbing and heating systems. A new exterior stair tower, new windows and complete new vinyl siding will offer a "brand new look" to this well established Fall River neighborhood. Construction is due to begin in April 2011. ☺



Driver Alcohol Education Contract Awarded to Outpatient Clinics

*Suzanne Gaspar,
Grant Writer*

The Department of Public Health (DPH), Bureau of Substance Abuse (BSAS) has once again awarded the Driver Alcohol Education (DAE) contract to Community Care Services' Outpatient Services program. The agency received its first DAE contract in 1988 for treating persons convicted of a first drunk driving offense (First Offenders).

First Offender referrals are typically issued via probation departments throughout Southeastern, MA. Community Care Services has historically provided DAE services through its Attleboro Clinic located at 140 Park Street. However, given sufficient referrals, programming could additionally utilize the Taunton Clinic at 70 Main Street. The clinics have a combined capacity to provide individual and group treatment for up to 80 individuals, including services for those younger than 21 years of age,

and programming to many non-English speaking populations, such as Spanish, Portuguese, and Khmer. Current programming includes a weekly DAE group during the 9-5 work day, three evening groups, and two Saturday morning groups.

DAE psycho-educational treatment is designed to educate First Offenders on how substance abuse was involved in their arrest, with a focus on modifying behavior. It includes education on how substance abuse impacts family, employment and community. First Offenders are also referred to services that can address high-risk behaviors. The programming is comprised of 40 hours of sessions conducted over a 16-week period. This includes an intake assessment, psycho-educational instruction on alcohol use and driving, impact awareness, community-based self-help meetings, and a discharge session covering identified issues, clinical progress, and treatment recommendations. ☺

GRANTS, see page five.

GRANTS from page four.

Citizens Energy Award to FOCUS Family Resource Center

Once again, the FOCUS Family Resource Center (FRC) is a proud recipient of the Citizens Energy Corporation's Shelter Winter Assistance Program in the amount of \$1,000. Citizens Energy provided these funds to offset the FRC's Bay State Gas energy bill for the winter season 2010-2011. The Shelter Winter Assistance Program assists emergency shelters, like the FRC, by paying a portion of the heating bill. Funding like this is crucial, as it frees up monies, which can be used instead for other critical services that support Attleboro's homeless community members. ☺

Southeast Alternative Schools Awarded Work and Learning Summer Program Grant

Community Care Services' Southeast Alternative Cape and Middleboro Schools are pleased to be the recipients of a \$20,000 Academic Support Work and Learning grant award from the Massachusetts Department of Elementary and Secondary Education. This award enables both SAS high school campuses to provide individualized academic and pre-vocational support and services over a four-week summer session to currently enrolled students.

Participating students will receive individual tutoring and participate in weekly counseling sessions. They will also be assigned a mentor and be involved with an internship. The SAS Work and Learning programming will address student's academic needs, in addition to their emotional well-being. It will provide foundational, vocational skills that are critical for successful transition from high school to post secondary school or employment.

SAS summer camp locations will enhance the Work and Learning experience for students, and each school will partner with its local YMCA to provide the services. Students will be provided supplemental academic and vocational services to increase their proficiency in English language arts, math and/or science and technology skills. It is anticipated that each student will make progress in both grade level content knowledge and fundamental reading skills, including fluency and vocabulary.

Students will also be provided a supervised, structured and supported internship, which will focus on vocations such as camp counseling, food service, basic office administration, music, journalism, conservation, landscaping, event management and facility maintenance. A vocational counselor will help students identify interests, arrange for internships and serve as a liaison between the student and the employer. Context learning activities will also link curriculum content to these internships.

Community Care Services' Southeast Alternative Schools provide private special education programming from three campuses, which includes one middle school and two high schools. The schools enroll students who exhibit a range of behavioral/social and emotional disabilities, including students diagnosed with Asperger's Syndrome. ☺

Journey Home Receives Community Engagement Funding

Community Care Services has accepted a generous award of \$7,000 from the Harry W. and Beatrice H. Fisher Memorial Trust on behalf of the Journey Home program for its Community Engagement project. Journey Home is one, among other agency programs, that have received this award over previous years. The Harry W. and Beatrice H. Fisher Memorial Trust was established around 1980 as a private foundation with a broad focus on the prevention of cruelty to children. It primarily helps organizations located in North Attleboro.

Staff and the Journey Home youth are extremely grateful to the Harry W. and Beatrice H. Fisher Memorial Trust. They are excited about the investment in their Community Engagement project, says Program Director Christina Ohlson, who spoke with them about the award. "They've talked about joining a bowling league, taking martial arts classes, and even vocal classes." There are also plans for funding individual participation in soccer, football, baseball and basketball leagues, as well as potential plans for YMCA memberships, art classes, and attendance at museum and sporting events.

This funding will maximize exposure for the youth to social and recreational activities. It will enable each young man to experience life and practice routines for which he had limited exposure. These activities will help them develop camaraderie with peers, identify interests, talents, and abilities, and acquire confidence and independence. It will provide a process for them to develop the healthy maturity that is required for their successful transition to family life, community living and adulthood.

Journey Home is a group residential program located in Attleboro, MA, which provides therapeutic services for adolescent males, ages 12 to 18, who are referred by the Department of Children and Families. These services provide them with therapeutic transitions back to biological families or to well-matched foster care homes. The program's budget is 100% State-funded, with the bulk of funds allocated for occupancy, meals, facility operation, building maintenance, transportation, and personnel costs. This boost in funds from the Harry W. and Beatrice H. Fisher Memorial Trust for community engagement is a welcome investment in the future lives of Journey Homes' youth. ☺

SANTOS from page two.

would still be mad a month later about things. I'd tell them, talk to the hand," said Carol, whose humor, compassion and understanding smoothed over many uneasy moments. They worked as a team, and Ernie's ability to be strong and firm made a positive impact for numerous oppositional teenage boys, "There was one boy we had for eight years. After 42 homes, we were the last one he had," he said.

Many foster children spent weekend respites at the Santos home, "They'd ask if they could stay and live with us," said Carol. The home was a welcoming place, as many Foster Care staffers will attest – they, too, stayed for long visits. Other Foster Parents with Community Care Services will also miss Ernie and Carol, particularly for the advice and support they shared over the years.

Time flew by, and after many hugs and good byes, Carol followed Ernie towards the door, "Now it is time to take care of the grandkids," she said.



All the staff and friends of Community Care Services' Intensive Foster Care and Adoption Program wish Ernie and Carol a very happy retirement! ☺

Suzanne Gaspar,
Grant Writer

Derek George Receives Simmons College/Providers' Council Dean's Leadership Award



Derek George was awarded the Simmons School of Social Work/Providers' Council Dean's Leadership Award on April 6, 2011 at the Council's Annual Business Meeting in Framingham, MA. The Simmons School of Social Work, in partnership with the Providers' Council, provides this annual scholarship to a qualified employee of the Providers' Council, of which Community Care Services is a member. The scholarship is valued around \$60,000, and covers full tuition for the three-year Urban Leadership Program, enabling Derek to pursue his Master's in Social Work.

The Urban Leadership Program (ULP) at the Simmons Graduate School of Social Work is a degree program that leads to an MSW and a Certificate in Urban Leadership in Clinical Social Work. The ULP was developed in response to the growing need for clinical social workers to assume leadership roles in urban agencies. It seeks to attract students with demonstrated leadership potential and commitment to urban practice. Past recipients of this prestigious award include: John MacDonald, Pine Street Inn; Shari Gold, Justice Resource Institute; and Rebecca Girard, Northeast ARC.

Derek, who is a Case Manager for the Crossroads program, and also supports the Journey Home program, has been an employee of Community Care Services since July 2009. ☺



United Way
of Greater Attleboro/Taunton

Community Care Services'

If you cannot
attend, please
consider becoming a
"virtual walker"
or making a
donation!



Care to Walk? is a 5K fundraiser featuring a mini-carnival with entertainment, games, food, beverages, and face painting.

All Walkers will receive a FREE t-shirt.

Saturday, June 11, 2011
Registration begins at 9:00 a.m.
Capron Park
217 County Street, Attleboro

Help over 6,000 people in need by participating in the "Care To Walk?" fundraising event. 100% of all proceeds directly benefit the individuals and families in our programs.

For more information on the walk, or to make a donation, contact
Chris Luthy at 508-821-7777 ext. 710 or
visit our website: www.communitycareservices.org/walk.html
Registration forms available on-line

In Memory of Marilyn Wood

*Suzanne Gaspar,
Grant Writer*



*Marilyn N. Wood
January 25, 2011*

Movement from one place to another is a process of looking back, letting go and moving forward. Staff and families involved with the Intensive Foster Care and Adoption Program experience this conversion constantly. While progression can be hard at times, the caring nature of everyone involved makes it much easier.

Early this year everyone connected with the Intensive Foster Care and Adoption Program suffered the loss of Marilyn Wood. For eleven years Marilyn opened her home to the youth involved with Community Care Services' Foster Care Program. During the time when she opened her home for care in 2000, until her unexpected death, Marilyn cared for 16 children. She attained guardianship for one; and she was in the process of adopting one of the two foster boys who were living with her this past January.

Marilyn was living in Rhode Island when she first opened her home to be a foster parent for Community Care Services. After four years she moved to Taunton where she continued serving as a foster mom, completing numerous long term placements; some for several years. She also provided respite care for any child when she had an open bed.

However, it was so much more than an open bed to Marilyn, according to various staff testimonies. Marilyn made her home a warm, safe and nurturing environment. Her style was to advocate relentlessly for the needs of each child. She made each one a part her family, but in no way did she take the place of the child's biological family members. The youth she cared for respected her for that. With each child she was in it for the long haul. Even if the child was hospitalized for months at a time, she visited them until they returned back to her home.

Marilyn provided a structured setting and gave unending support. She held each child accountable, and taught them how to be responsible for themselves. She was extremely invested and determined not to give up, even when things got tough. She really excelled with the most desperate children; those whose lives had gone astray. She filled this profound role, taking their struggles to heart, wanting nothing more than to get them the best services she could find in her community.

As a veteran foster parent, Marilyn shared advice and was a good resource to other foster parents who attended Foster Care support groups. With her passing, her peers warmly reciprocated by offering help to her family, including respite care for the boys. Memories of Marilyn Wood stand strong. She was someone who could see past the issues the child presented, who wanted the best life for the child, and who loved and respected the child. She was a woman who opened her heart and home and treated each child as if they had been hers all along. ☽

