



Employee Recognition Event

Annette Keegan,
Human Resources Generalist

Community Care Services' annual event to celebrate our employees' anniversaries and to honor the "Employee of the Year" was held on January 13th at Independence Harbor in Assonet. The event was attended by 220 employees who enjoyed a delectable dinner, followed by dancing to music provided by DJ, Domic Cotoia.

The "Employee of the Year" award was presented by our President and CEO, Tom Fisher, to Judy Brown, saying, "We all continue to be impressed by her passion and perseverance." Judy humbly accepted the award saying, "It's great to know that I am appreciated and acknowledged. I don't do my job for the recognition. I do it because I enjoy helping people who are less fortunate."



Tom Fisher presents "Employee of the Year" award to Judy Brown.

As a Housing Specialist in the Adult Support Network, Judy has affected many clients' lives by assisting them in finding affordable housing in the Taunton and Attleboro areas-- through her networking with various landlords in the community as well as working with other agencies, such as the Taunton Housing Authority. Vice-President Susan Mazzarella honored Judy by saying, "Judy pours her heart into helping our clients have a better life, and she does so with energy, vigor and ceaseless, infectious enthusiasm. She has a unifying presence whereby she draws all people together; truly embodies the mission and spirit of Community Care Services."

Congratulations Judy Brown!

See "Employee of the Year" continued on page eight.



Walk For Kids



Community Care Services, along with our Intensive Foster Care and Adoption Program, is sponsoring the first annual *Walk for Kids*.

The event is a 5k walk on June 2, 2007 at the Buttonwood Park Zoo in New Bedford, MA. One hundred percent of the profits will be utilized to provide for specific unmet needs to "kids in care" through our programs. Children often arrive at our programs with nothing but the clothes on their back. Our goal is to improve the quality of their lives by providing things like new clothes for school, athletic wear for team sports, summer camp opportunities, and other economic and environmental resources that otherwise would not be available to them.

You can visit our website at <http://walkforkids.communitycare-services.org> for more information. Please consider helping us improve the self-esteem of the children we work with and assist them in becoming a vital and valuable part of our communities by participating or making a donation to the walk!

Residential Rap

Stephanie Littlefield,
Director of Foster Care and Adoption Program



May is National Foster Care Month, a time to come together and make a lasting difference in a child's life.

There are 513,000 American children in foster care because their own families are in crisis and unable to provide for their essential well being. These children require safe, stable and nurturing environments to live in until they can either safely reunite with their parents or establish other lifelong family relationships.

Across the country, people are helping youth in foster care build brighter futures by serving as foster parents, relative caregivers, mentors, advocates, social workers and volunteers. *But much more help is needed.*

See "Foster Care" continued on page four.

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President's Corner

On two separate occasions in the past month I had the fortune to be approached by recently hired staff who bore a very similar message. The message was all the more powerful in that it came from people who had worked for a number of human services agencies over the years. Essentially they said that they each felt that Community Care Services is an environment in which they could thrive. Interestingly, they each pointed to different specifics which brought them to this conclusion, which made the message all the more potent for me.



Each of us is motivated by different factors. What is most important to one person has little relevance for another. Over the years, through the balancing of one option over another, surfing through turbulent or placid environments, an organization makes a series of choices which define it. It is one thing to espouse a philosophy, it is another to make it live.

All of us should be proud of the tenets upon which our agency is founded. It is easy for any one of us to lose this perspective in our day-to-day existence. Struggling with the mundane never appears glorious. But what can be glorious is how we choose to act every day with one another and all those around us because those actions can be guided, consciously or unconsciously by our philosophy to help others.

Elemental to that philosophy is respect. Respect includes listening very, very closely. Respect includes choosing actions that are based upon principles of fairness, the common good and compassion.

Respect is also good business! Any business that doesn't respect its customer is eventually out of business. Any business that doesn't respect its employees is eventually out of business.

I would also like to suggest that the corollary to this is forgiveness. Forgiveness of others and of yourself. For most of us, it is impossible to always be on top of our game. There are times when we slip with a disrespectful comment or action. That's the time to take ownership of the misstep, acknowledge the mistake with the other party and apologize. I know, I've been there.

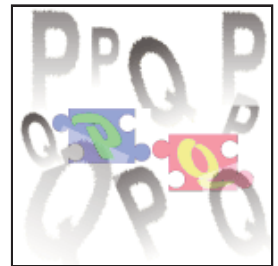
Tom Fisher,
President/CEO

Performance and Quality Improvement

Susan Furtado,
Director of Quality Management

Mind your P's and Q's

There are a number of meanings associated with "Minding Your P's and Q's," but here at Community Care Services this space will provide brief information and updates on our new Performance and Quality Improvement (PQI) initiative. PQI is the way we will be setting program and operation goals, applying interventions, and then measuring outcomes. It will help us determine what works and what doesn't, and what we need to do to ensure our high quality standards are applied agencywide, for the betterment of our employees and the clients and communities we serve.



PQI is part of Community Care Services' Strategic Plan, determined by the Board of Directors, CEO and Senior Management to be an important component of CCSI, setting the foundation for an environment of continual learning. PQI has been introduced to agency managers through the Leadership meeting, and now small group meetings are being set up to begin the development of program specific plans. We are in the process of creating a PQI committee, which will meet once or twice each month to review the PQI information presented by each PQI team and to provide feedback and suggestions.

The purpose of PQI in its' simplest form is to make things better. Please send comments, suggestions, or ideas of what you would like to see included in a PQI plan to Sue Furtado, via email, interoffice mail to Taunton office or voice mail x728. If you are interested in joining the PQI committee or want more information on what it involves, please give Sue a call. Finally, if you know a meaning associated with "minding your P's and Q's," send Sue an email. There will be a prize awarded for the first correct answer, and all answers will be printed in the next Community Care Currents.

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Housing and Support Unit ...from Our House to Yours



Kelly Cabral-Mosher,

Director of HAP

HAP Legislative Breakfast

The Housing Assistance Program (HAP) continuously remains active in legislative efforts to address the ongoing issue of homelessness. On Friday, March 9, 2007, HAP, along with Homes for Families, hosted their annual legislative breakfast at the Buttonwood Park Zoo Educational Center in New Bedford, MA. Families who have experienced homelessness, local legislators, and service providers were present to join them in their efforts to address the need for long-term solutions to a growing dilemma.



Kelly Cabral-Mosher addresses the guests at the breakfast.

Families spoke of their personal stories leading to homelessness as the morning began. This voice gave reality to homelessness in our communities. It pointed out the fact that many families are living week to week, most times not having the resources to make ends meet. Also, stories stressed that unexpected life circumstances can happen to anyone.

Legislators from each of the areas HAP serves were present: Representative Antonio Cabral (New Bedford), Representative David Sullivan (Fall River), Representative John Lepper (Attleboro), Representative James Fagan (Taunton), Representative Robert Correia (Fall River), Representative Patricia Haddad (Taunton), and Senator James Timilty (Attleboro). Aides for Representative Stephen Canessa, Senator Mark Montigy, Representative John Quinn, Representative Robert Koczera, Representative Michael Rodrigues, Senator Joan Menard, and Congressman James McGovern were also in attendance. It was quite evident that this year each of the legislators speaking on homelessness gave a personal dedication to the issue with more

knowledge and passion.

This event marks a critical time in the state budget process. HAP and Homes for Families used this opportunity to educate our local legislators in the presenting problem of homelessness, particularly family homelessness. This year another aspect was shed; the need for a long-term solution. Affordable housing, Section 8, and the expansion of the MRVP (Massachusetts Rental Voucher Program) is much needed. Families spending time, in many instances at multiple family shelters, is detrimental to the family's overall well-being and extremely disruptive to the development of the children. In recognizing the lack of a livable wage and increased living costs (rent and utilities), it is our obligation as a community to provide adequate, safe, affordable housing to the community.



From left: Representative John Leper (Attleboro), Representative Robert Correia (Fall River), and Representative Patricia Haddad (Taunton) listen to speakers.



From left: Senator James Timilty, aide for Representative Stephen Canessa (Taunton & New Bedford), aide for Representative Robert Koczera (Fall River), aide for Senator Mark Montigy (New Bedford), Representative David Sullivan (Fall River), aide for Senator John Quinn, Representative Robert Cabral (New Bedford), and aide for Congressman James McGovern attend HAP legislative breakfast.

Our Strategic Goals

We will achieve long-term financial stability so we can effectively serve our programs, our clients, our employees and the community.

We will organize so our services are easily accessible, effective, and efficient and encourage us to seek out and develop new and valuable services.

We will be the employer of choice in the human services field within the communities that we serve.

We will improve and enhance our visibility, our recognition, and our reputation within the communities that we serve.

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Counseling and Social Services Unit

Marie Palumbo-Hayes,
Vice President, Counseling
and Social Services Unit

What's New at TAP Attleboro

We are very excited at TAP these days because we have been fortunate enough to have three interns and two volunteers working with our team of staff. These men and women have been wonderful additions to our group! Also, we are anticipating moving into a new space by the middle of March. The new space will be located on the other side of the Hillside Program in Attleboro and will give us the opportunity to configure a more efficient and kid-friendly space for our group, complete with a relaxation area! We are looking forward to sharing a space with the Home-based team while continuing to be neighbors with Hillside!

In programmatic news, the Attleboro Total Achievement Program (TAP) staff has developed a three-part Parent Workshop series with the main objective to open a dialogue regarding parenting techniques. Topics of discussion include: **Using your Strengths to become a more Effective Parent, Improving Communication, Setting and Enforcing Limits, Conflict Resolution, and Creating a Support System.** The staff will present information regarding diagnoses vs. normal developmental stages and behaviors, the importance of establishing and maintaining appropriate boundaries with children, and how to advocate effectively for children by utilizing helpful resources within the community. Participants will be given the opportunity to share their experiences and practice various parenting methods through role playing, games, and homework exercises. Depending on demand these workshops will be offered twice per year to anyone in the community and would be more appropriate for parents of children between the ages of 4 and 16. Please feel free to contact the Attleboro TAP for more information regarding the next workshop series (dates, fees, childcare, etc.) at 508.223.4109.

"Foster Care" continued from page one.

As part of the Foster Care Month celebration, foster parents organizations, child welfare advocates and private and public officials will sponsor and hold special events highlighting foster care as an important issue requiring better resources and support.

On May 10, 2007 at The Stoneforge Tavern in Raynham, Community Care Services' Foster Care and Adoption Program will be honoring their foster and adoptive parents with a special dinner and awards ceremony.

Day Of Caring

Joan Keiper,
Director of Volunteers

Volunteers come in all sizes – and sometimes in large groups. For years, businesses in the Attleboro, Taunton and Raynham areas have been sending teams of employees to volunteer at nonprofit agencies for a "Day of Caring." This is a way for agencies to receive help with projects and business employees to learn more about the agencies that benefit from United Way contributions. Links between the businesses and agencies are facilitated by United Way of Greater Attleboro and Taunton (UWGAT).



UWGAT accepts applications for projects year-round because businesses are always looking for projects that provide team-building opportunities. Applications take minutes to complete, and can be found on the UWGAT website, www.uwgat.org. Go to "Get Involved" to access "Day of Caring" information. This is where a business will search for a project; and you can get an idea of what projects are available. To download an application, go to "Bulletin Board – Forms and Downloads." If you need assistance, Emily Treano at UWGAT, 508.431.0116, is happy to assist you.

So far, Community Care Services has been the recipient of five "Days of Caring" during Fiscal Year '07. Programs that requested and received help are Attleboro Center, Family Resource Center, Lindencroft, Total Achievement Program in Attleboro and Administration at 70 Main Street in Taunton. JC Penney, DePuy Spine and Codman and Shurtleff of Johnson and Johnson, Engineered Materials Solutions and Sensata provided talented labor and some supplies for projects that included painting, construction of a walkway, installation of a kitchen floor and construction of flower boxes and a storage shed.

Of course, programs benefit by significant savings in maintenance costs with each project. I have noticed additional benefits in some of our programs. Staff has developed a close partnership with a business; and the business employees provide support throughout the year. They may have never known about the program without the "Day of Caring" link. Consider posting a project for your program. There are many businesses in the community who are waiting to know how they can help.

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Management Information Systems

Jim Kristopik,
Director of MIS

Patch that System!

It is an unfortunate fact that there are individuals on the Internet who are bent on stealing your personal information for profit, or just damaging your system to make a statement or even just for the adventure. One way that we try to prevent this from happening is with antivirus software and our personal firewalls, but that addresses only part of the problem.

These individuals can attack your system another way. It's through weaknesses found in the software running on the system, particularly with the operating system (i.e.: Windows). There are ways that an individual knowledgeable in the area can introduce a tiny application to your system through one of these weaknesses. This application can connect to a remote system or allow another system to connect to yours. Once a channel of communication is open, literally anything is possible, most all of it is bad.

Microsoft and other software companies are well aware of this issue. As soon as a weakness is found in their software (we hope), a patch consisting of new code addressing the weakness is created and made available to the public. By installing these patches as soon as they become available, we can lessen our exposure to possible attack.

How do we do this within the Agency? The Windows operating system, that is Windows 2000 and Windows XP, is our primary concern here. All computers within the Agency should be configured to automatically download these patches, or at least the most critical of them, and automatically install them. MIS is on a mission to make certain that this is the case.

What can you do? The most important thing that you can do is allow the updates to be installed if you are prompted to do so.

See "MIS" continued on page six.

Our Mission

Our mission is to discover, restore and protect the diverse gifts and unique abilities of individuals, families and communities in order to maximize the potential inherent in all of us.

Community Care-A-Vans (CCAV)

Brian Foss,
Chief Operating Officer



There are some exciting new developments in our transportation company! We began offering services to Riverview Adult Day Health Program and Highland Adult Day Health Program over this last quarter. Both of these Day Care facilities for seniors and disabled adults are located in Fall River, and this increased the number of Day Care sites that we are serving to four. Additionally, we have submitted several new funding applications to the United Way of Greater Attleboro and Taunton, The Office of Community Development in Taunton, as well as the City of Attleboro. These applications will enhance our ability to provide local and long distance transportation to persons throughout the UWGAT catchment's areas.

The Board of Directors of Community Care-A-Vans decided to amend our Articles of Incorporation in order to widen our mission to serve low income consumers, elders, and disabled members of the community. Along with the Hillside program, we are participating in several legislative breakfasts as part of the Massachusetts Adult Day Services Association (MADSA). Our legislative objectives as they relate to transportation involve the following:

Prevent transfer of Adult Day Health Transportation from programs to Regional Transit Authorities in FY 08 Budget.

MADSA seeks to prevent a significant change in the provision of transportation services to programs participants. The proposed change, which will move Adult Day Health transportation management from the adult day health programs themselves to the Human Service Transportation Office (HST) and the Regional Transit Authorities (RTA), will have a significant negative impact on the quality and safety of transportation services and on the overall provision of Adult Day Health Services in Massachusetts. The FY07 budget included a provision prohibiting such a move. We will seek similar language in the FY08 budget.

See "CCAV" continued on page six.

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Real Estate Returns

Mike Healey,

Real Estate Asset Manager

We have been busy working on a number of projects over the last few months. We currently have ongoing projects or real estate activity with: the Journey Home, Lindencroft, our Hillside program, and STARR (room renovation), as well as 167 Maple St. (property acquisition).

Journey Home

In the spring of 2006, we were awarded a Community Development grant from the City of Attleboro to replace the out-dated & inefficient boiler at Journey Home. We had hoped to do the work after the heating season so there would be little or no interruption to the program. During the month of February however, some of the coldest weather we have had all winter resulted in the boiler failing. We then worked with the city's Community Development staff to replace the boiler in a matter of days. We now have a new steam boiler that is half the size of the original and twice as efficient.

Lindencroft

We are working out the final details with the Town of Berkley as we prepare to retrofit the house at Vary Way into a new home for our girls at our Lindencroft program. The architectural drawings are complete. The selection process for choosing a contractor has been very extensive. This project had generated a great deal of interest from six general contractors. We will be making a decision on the general contractor shortly as we have narrowed the field to two who bid the project most competitively. Both general contractors were given very high praise for their quality workmanship and professionalism by their former clients.

Hillside

The newly leased space at 50 Walton St. has two new offices built out by our maintenance staff. Painting and carpeting will be completed at the end of March. The space will be occupied in early April after inspections and licensing. Our plan is to continue with work at the former TAP space which will eventually become part the Hillside program. We will continue to paint, clean, renovate bathrooms and look at ways of improving the lighting and interior environment for the clients at Hillside.

"CCAV" continued from page five.

MADSA is seeking an appropriation to provide transportation rate increases to providers whose costs exceed their reimbursement.

MADSA is also seeking to establish a task force to review the current system of providing transportation to ADH participants, and to determine whether changes are warranted and how to accomplish such changes while not degrading service. The task force would include representatives of MADSA, EOE, HST, the legislature, transportation providers and others.

The above elements are contained in Senate Bill #401 (sponsored by Senator Harriett Chandler), An Act Relative to Adult Day Health Transportation.

Lastly, we are searching for a Director of Community Care-A-Vans and have been interviewing candidates to provide leadership for this company. Stay tuned for more.....

"MIS" continued from page five.

Some computers are configured to download the updates, but not to install them without permission. If prompted, please allow your system to install the updates and reboot if requested.

And what is MIS doing? We are visiting all of the computers and making sure that the patches are being downloaded and installed properly. We will work with you to make sure that the process runs smoothly and the systems are protected as well as possible. This may include having your system left on one night a week so the process can take place at a time when your computer is not in use.

If you have any questions, please don't hesitate to contact me or any member of MIS.

Real Estate Tips for Spring 2007

- Replace filters in HVAC system
- Inspect water heaters
- Inspect all exit signs for lighting
- Adjust electrical timers
- Test smoke alarms and smoke detectors
- Check caulking at sinks, tub and shower areas for repair

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Education Unit Edification

Deb Smusz,
Vice President,
Education Unit

Did you know...

Southeast Alternative School's Cape Cod Campus has been offering services to students on the Cape since 1995? Our students have successfully transitioned back to their public schools, completed the requirements for their high school diplomas while with us, begun college careers and moved on to the world of work. But there's more... Keeping true to our mission of helping all students to succeed, over the last several years we have partnered with consultants and professionals to develop our program so that we may better meet the needs of our students with Asperger's Syndrome or Asperger-like characteristics. As of January 2007, we now offer a classroom uniquely designed for students diagnosed with Asperger's Syndrome. Aware that Asperger's Syndrome affects each individual differently, we work closely with students, families, health care providers and all those involved in each child's life to tailor our curriculum and supportive services to maximize each student's learning. SAS has modified its floor plan, class schedule, wall color and furniture layout, etc. with the input of youth and adults with AS and their parents.

SAS Berkley is getting ready to offer a summer program for middle school-aged students. With an emphasis on adventure-based counseling and thematic instruction to bolster MCAS performance in a fun way, it's sure to be a success. This new program will be open to our current Berkley students and to others from surrounding communities as well.

Have you every heard of a SMART Board? SAS has SMART Board technology in each of its campuses (Berkley, Cape Cod and Middleboro). SMART Boards replace traditional chalkboards with a large (80") board that functions as a computer screen. From the SMART Board, teachers and students can touch the screen to highlight, access software applications and websites and to move, change, write and edit text and images! All the work done on a SMART Board can be saved to a file to be printed, emailed or posted to a website. It's a terrific learning tool that increases student motivation and reduces problem behaviors.

SAS is a great place to learn! Please visit our website at www.southeastalternative.org to learn more!

HRamblings.....

Elizabeth Mello,
Director of Human Resources

"Benefits Bonanza"

Wondering how the new Massachusetts laws around health care will affect you? Not sure what a 403(b) plan is? Thinking about getting life insurance coverage? If you answered yes to any of these questions, this article is for you!

The Massachusetts Health Care Reform Act of 2006. This law states that all Massachusetts residents and employees MUST have health care coverage as of July 1, 2007. You can be covered through your own plan or someone else's (i.e.: a spouse) and this law applies to just health care (not dental).

If you are eligible for health insurance through the agency but decline coverage, you will be required to complete a form. This form will be provided by the HR department and must be kept on file for a minimum of three (3) years.

If you are not eligible for the agency health care plan (you work less than 20 hours per week, are relief or don't meet the Fee for Service productivity standards), you can obtain coverage through the Commonwealth Health Insurance Connector. "The Connector" is designed to assist you with obtaining health insurance and there are plans/programs available for all income levels. In extreme cases the state may grant a waiver if it is determined that there is no affordable plan or if you have a religious reason for denying coverage. For additional information regarding plans available through "The Connector," you can visit www.state.ma.us/Connector or call 1.877.MA.EN-ROLL.

What happens if you don't have health insurance coverage? Starting with the filing of 2007 taxes you will be required to report your health insurance coverage on your tax return. If you fail to obtain health insurance, you will lose your personal exemption on your 2007 return. Starting with 2008 you will be assessed a fee. Payment of this fee would include forfeiting your tax refund and having to pay any additional fees out of pocket.

Why should you take advantage of a 403(b) plan? A 403(b) plan, such as the one sponsored by Community Care Services, Inc., is a great way to save for retirement. You don't have to remember to put money aside because your contribution is made

See "Benefits" continued on page eight.

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"Benefits" continued from page seven.

via a payroll deduction. Contributions are made before taxes and may reduce your tax liability. If you work 20 or more hours per week, you are eligible to participate in the plan after six months of employment. After one year of service the agency will match 75 cents for every dollar you contribute to the plan, up to a maximum of 4% of your annual salary. Not participating in the plan means that you are "leaving money on the table." With a retirement plan, the earlier you start the better. Starting NOW with as little as 2% of your paycheck per pay period may mean the difference between a retirement spent "just getting by" and one that is enjoyed. Can't afford to contribute?? Ask yourself if you really can afford not to contribute. For additional information and enrollment forms, call Paula Fazio at 508.821.7777, x257.

The Importance of Life Insurance: Employees who work 30 or more hours per week are provided with life insurance through CIGNA. You are insured for the amount of your annual salary with a minimum of \$10,000 and a maximum of \$200,000. This benefit does not cost you a penny as Community Care Services pays the entire premium. Employees are eligible the first of the month after 90 days of employment. Should you leave the agency (or change to a position with hours less than 30 per week), the agency will no longer pay the premium, but you do have the option of assuming the cost and continuing the coverage. There are many companies that provide life insurance should you decide that you would like coverage for a family member or additional coverage for yourself. If you are unsure if you have enough coverage, you can speak to a financial advisor or visit www.sbli.com. Click on "Planning" and "Insurance Needs Calculator."

Please note that Community Care Services, Inc. does not endorse a particular life insurance company, but mentions The Savings Bank Life Insurance Company of Massachusetts as a resource.

Did you Know?

\$1 contributed to our pension plan by a 25 year old = \$93 @ age 65, assuming a 12% interest rate?

\$1 contributed to our pension plan by a 35 year old = \$27 @ age 65, assuming a 12% interest rate?

\$1 contributed to our pension plan by a 45 year old = \$9 @ age 65, assuming a 12% interest rate?

\$1 contributed to our pension plan by a 65 year old = \$1 @ age 65, assuming a 12% interest rate?

Community Care Services matches 75% of your pension plan contribution up to 4% of your salary?

Please call our Human Resources Department to find out how to best take advantage of this benefit.

"Employee of the Year" continued from page one.

We also gave honorary mention to the 13 other "Shining Stars" of Community Care Services who received nominations for the "Employee of the Year" award in honor of their dedication and continued efforts to support our mission. Their names are Chris Borges (SAS-Middleboro), Kelley Cabral-Mosher (HAP), Eileen Donnelly (HAP), Ray Drown (Attleboro Center), Janet Fisk (FRC), Marcy Guyon (SAS-Hyannis), Mike Healey (Real Estate & Facilities), Eric Labagh (Crossroads), Liz Mello (HR), Claudette Phillips (Fiscal), George Ross (HAP), Deb Smusz (Vice President), and Traci Wyse (SAS-Hyannis).

Our Policy of Respect

Community Care Services recognizes the dignity and worth of all persons. We value the diversity that arises from individual characteristics such as, but not limited to, racial and ethnic origin, gender, religious affiliation, sexual orientation, and being differently abled.

Community Care Services asks that all staff, clients, and guests conduct themselves with respect for others while here. Disrespectful behavior or language towards others, or the appearance of such, is not acceptable on Community Care Services premises, or during agency-sponsored events.