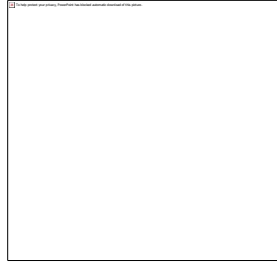




Behavioral Health Partners
METROWEST

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**Post Pandemic Self-Care...What now?
Local Mental Health, Substance Use & Social Service
Resources**

Presenters

Shannon Ahern, BHPMW

Lauren Mazzola, Advocates

Jeff Wolfsberg, Advocates

Sandra Beatty, Spectrum Health Systems

Joe Fletcher, Leslie Lee, Susan Morley, SMOC

Rosalind Baker, Wayside Youth and Family



Behavioral Health Partners
METROWEST

Shannon Ahern, LMFT
Project Director



Behavioral Health Partners

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Collaborative Partnership





BHPMW Referral Line: Navigation & Care Coordination



- One phone number that anyone who lives MetroWest can call to get help in arranging the mental health, substance use and social services you and your family may need and want
- We connect you to services that can best meet your needs
- We maintain contact with you throughout the process, until you tell us you are all set with the services you requested
- Your doctor, school, or others who work with you may also call for you

*We are NOT a crisis line



Emergency Services Program (ESP)

1-800-640-5432

- There is an ESP that covers each city and town in Massachusetts
 - **Advocates Psychiatric Emergency Services (PES)** is Framingham's ESP
- To assist with mental health and substance use emergencies
 - Services: Crisis assessment, intervention and stabilization; linkages to follow-up services
- Available 24 hours per day, 7 days per week, 365 days per year
- For people of all ages
 - Mobile Crisis Intervention for youth provided in collaboration with **Wayside**
- Jail Diversion Program (JDP) – Clinician co-responds with PD

BHPMW Referral Line: *How it works*



Call us at 844-528-6800 or visit www.bhpmw.info to request a follow up call



We listen to the mental health and social service concerns you may have for yourself, a loved one, or a person in your care



We ask about your preferences and offer service and support options that are personalized to meet your unique needs



We communicate with you throughout the process to assist in obtaining direct appointments whenever needed



We offer the option to coordinate with your PCP and/or other service providers to promote healthcare integration and collaboration



We ensure you feel well matched and securely connected with the services and supports you are interested in pursuing

Frequently Asked Questions



When can I call? Monday - Friday 9am-5pm. We can accommodate return calls after 5pm as needed.



Is there a fee for your service? There is no fee for callers in our catchment area.



Where are you located? Our program is phone based and housed in Framingham, MA. We connect people with services & supports throughout the MetroWest community.



What languages do you speak? Our care coordinators speak English, Spanish, Portuguese, Arabic, Moroccan & French. We can assist callers in any language through phone-based interpretation services.



What insurances do you take? We are able to assist callers with any insurance.



Behavioral Health Partners

METROWEST

“Connecting you to
the right support”

844-528-6800

www.bhpmw.info





Advocates

Caring Partners. Creative Solutions. Better Lives.

Lauren Mazzola, LMHC
Clinic Director Advocates Community Counseling

How do we take care of ourselves and our families?

- Create a routine as best as you can (bedtime/wake up, meals, planned activities)
- Parents/caregivers must attend to their own needs in order to help others
 - *You are a model for your children
- Take a break from social media & technology – especially news
- Maintain healthy eating habits
- Being mindful of unhealthy coping mechanisms (drinking, smoking, marijuana use)

Supporting Emotional Wellbeing

- Acknowledge your own feelings – “If you can name it, you can tame it”
- Recognize what you can control and what you cannot
- Stay active and keep your body moving as much as you can
- Staying present in the moment – 5 senses
- Stay connected to your support system
- Understand it's ok to need more help
- Set Healthy Boundaries

Supporting Emotional Wellbeing

- Understanding when to “ sign off”
- Do you have a set place to work from home space ?
- Finding healthy and safe ways to connect



I CANNOT CONTROL

(So, I can LET GO of these things.)

IF OTHERS FOLLOW THE RULES OF SOCIAL DISTANCING

THE AMOUNT OF TOILET PAPER AT THE STORE



THE ACTIONS OF OTHERS

HOW LONG THIS WILL LAST

PREDICTING WHAT WILL HAPPEN

HOW OTHERS REACT

OTHER PEOPLE'S MOTIVES

Clipart: Carrie Stephens Art
TheCounselingTeacher.com



Advocates Community Counseling

Monday-Friday

Call Advocates: 508-661-2038

counseling@advocates.org

advocates.org/services/counseling-psychiatry

- Team of social workers, mental health counselors, and medication providers based on out Framingham, Harvard, Waltham and Marlborough
- Over 60 clinicians with various specialties which include; children, adults, substance use, trauma, depression and anxiety

- Individual, group, family, and couples therapy
- Ages 3 and up
- Spanish, Portuguese, ASL and now Japanese languages available
- Currently, we are operating virtually using the telephone and zoom platform.
- Access to care is extremely important

For 24 hours crisis support
1-800-640-5432



Advocates

Caring Partners. Creative Solutions. Better Lives.

Jeff Wolfsberg
Director of Recovery & Peer Support

The Living Room

284 Union Avenue
Framingham, MA 01702
(508) 661-3333
24-hours 7 days a week

Advocates Virtual Support Group

<https://www.advocates.org/news/virtual-support-groups>

"We partner with individuals, families, and communities to shape creative solutions to even the greatest life challenges. First, we listen. Then, together, we do what it takes to help people thrive."



Sandra Beatty, LMHC
Program Director Framingham Outpatient
Treatment Program

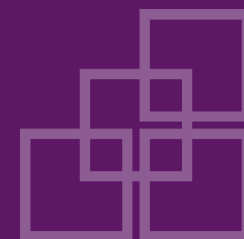


Overview of Programs and Services

Building better lives...one step at a time

Company Overview

- ❑ Not-for profit organization
- ❑ Founded in 1969 in Massachusetts
- ❑ Leader in addiction treatment for 50+ years
- ❑ 1,200 employees
- ❑ 4 states



Organizational Structure

- ❑ Behavioral Health Services (DPH & Commercial Insurance)
 - Statewide Continuum: Inpatient/Outpatient/Peer Recovery Support
 - CMS Approved OTP
- ❑ New England Recovery CenterE (Private Pay & Commercial Insurance)
 - Inpatient Detoxification & Inpatient Rehabilitation
- ❑ Adolescent Services (MA DYS Funded)
 - Residential Programs
- ❑ Corrections Treatment (State DOC Contracts)
 - In-Prison & Community Corrections



Spectrum's Continuum of Care

- ❑ Inpatient Services
 - Detoxification
 - Clinical Stabilization
 - Residential Treatment
- ❑ Outpatient Services
 - Medications for Substance Use Disorders (Methadone, Vivitrol & Suboxone)
 - Intensive Outpatient Treatment
 - Outpatient Counseling (substance abuse & mental health)
- ❑ Peer Recovery Support Centers



Inpatient Locations



- ❑ Westborough Treatment Campus (men & women)
 - Spectrum Detox
 - Spectrum Clinical Stabilization Services (CSS)
 - Spectrum Residential Treatment
 - New England Recovery CenterE
- ❑ Weymouth Facility (men only)
 - Spectrum Detox, CSS & Residential Treatment



Outpatient Locations



- Framingham
- Great Barrington
- Haverhill
- Leominster
- Milford
- Millbury
- North Adams
- Pittsfield
- Saugus
- Southbridge
- Waltham
- Weymouth
- Worcester – Lincoln St
- Worcester – Merrick St
- Worcester – Pleasant St*

* = Rapid Access



Framingham Outpatient Treatment Program

68 Franklin Street, Framingham MA 01702

508-875-5801

- Mental Health & Substance Use Counseling, MOUD services including Methadone and Naltrexone**
- Same Day Admissions for Methadone services
Tuesday - 6:00am (Patients call intake at 508-282-3640 for availability)
- Same Day Admissions for Mental Health, Substance use counseling and Naltrexone Tuesday - 12:00 pm
(Patients call intake at 508-282-3640 for availability)



Peer Recovery Centers

- ❑ Lawrence – “New Beginnings”
- ❑ Marlborough – “The Recovery Connection”
- ❑ Worcester – “Everyday Miracles”



PEER RECOVERY CENTERS

❖ Each center offers free, volunteer-driven services and resources for adults at varying stages of recovery. Programs are peer-led and include support groups, recreational activities, social events, volunteer opportunities and more!

- [Everyday Miracles](#) - 25 Pleasant Street - Worcester MA - 508-799-6221
- [The Recovery Connection](#) - 31 Main Street Marlborough MA - 508-485-0298
- [New Beginnings](#) - 487 Essex Street Lawrence MA - 978-655-3674



Contact Us – **877-MyRehab (697-3422)**

Inpatient Services

(800) 366-7732

Outpatient Services

(800) 464-9555

New England Recovery Center

(844) 800-NERC





EVERYBODY MATTERS

Joe Fletcher, LMHC
Director of Community Support Services

Leslie Lee
Director of Program Operations

Susan Morley, PsyD
Associate Clinic Director

Common Ground Resource Center (CGRC)



- Serves as the hub for all housing and shelter referrals for single adults in MetroWest.
- Call (508) 620 2690 for information and fax the referral to (508) 620 2472
- Multi-service point of entry for single adults including: Workforce Development, GED/Hi-Set, ESL, Food Pantry referrals, SNAP, Tax Prep, SMOC Housing as well as includes Street Outreach and Drop-in Center services for homeless single adults



Common Ground Resource Center (CGRC)



Emergency Housing for Single Adult Men & Women

- Turning Point: Framingham- 24 beds for men (up to 50 during winter months). No sobriety requirement.
 - Maggie's Place – 13 SRO affordable rental units.
- Roland's House: Marlboro-18 beds for men. Sobriety Required
- Shadows: Ashland- 18 beds for women. 10 Sober, 5 Low-threshold
 - Meadows- 10 SRO units.



Housing Options



- In all three regions there are a mix of housing options for homeless single adults:
 - Recovery- focused: Provides a sober environment and recovery supports.
 - Low - threshold housing: Provides housing for those who may struggle with substance use.
 - Affordable – Provides below market rents and access to supportive services
 - Supportive – Provides support services designed to assist in self-sufficiency goals.



Housing Pre-Application Checklist

Required for all SMOC Housing Applications



- Complete Housing Application
- Provide copy of Photo ID
- Provide copy of Birth Certificate for properties attached to a subsidy
- Signed CORI request Form
- Pay stubs (Gross)- Must be for current 2 months (4 bi-weekly or 8 weekly) including Labor Ready
- Current bank statements from checking or savings (if applicable)
- Non-employment Income verification- current (SSDI/SSI)



Supportive Services



- Supportive Services are available based on an assessment.
- Specialized services are available for:
 - Chronically homeless- homeless for one year or longer or 4 episodes over 3 years that equal 12 months (Documentation Required)
 - High Utilizers of Services- people who have multiple episodes of hospital, detox, or mental health treatment admissions
 - People who were formerly homeless



Community Support Services

- Community Support Services describes a family of programs that helps the most vulnerable population access and retain housing
- Services are provided in all three regions
- Programs are targeted to the chronically homeless and high utilizers of services
- Referrals come from the regional teams, shelters, hospitals and managed care providers
- The care management services are funded by Medicaid (MassHealth) managed care entities and some grant funding

Goals for all CSS Programs



- - enhancing daily living skills
- - assistance in determining eligibility and applying for benefits such as social security
- - care coordination and linkage to medical providers, behavioral healthcare, and community supports
- - developing and implementing a crisis plan
- - assistance with locating permanent housing
- - providing psycho-education and coaching
- - linkage to vocational training and support
- - housing retention
- - fostering recovery through linkage to substance use recovery networks
- - providing transportation to medical and behavioral healthcare appointments
- - 24 hour crisis response intervention





HCEC Services

Free housing counseling, information and referral, informal and mediation services to homeowners, tenants, landlords, homeless or imminently homeless families and individuals regardless of service area.

Topics:

- General Housing Info
- Affordable Housing
- Housing Search
- Tenant/Landlord Rights'
- Utility shutoffs
- Evictions
- EA shelter denials
- Foreclosure prevention
- Home Loan Modifications
- Furniture bank referrals
- Food pantry referrals

Monthly Workshops:

- **First Time Home Buyer***: *Via Zoom*
 - 3 sessions, 3 hours classes + certificate of completion

**Online FTHB class available upon request*

Financial Literacy: *Via Zoom*

- Budgeting
- Credit

3^s

Steps for applying for RAFT



SMOC: Middlesex and Norfolk Counties

- To complete the RAFT/ERMA/ERAP application please visit:
<https://www.smoc.org/housing-consumer-education-center.php>
- For general questions/concerns, please email
HCEC@smoc.org OR call our Hotline at 508-872-0765

For more info:



❖ **Contacts for general questions:**

- **HCEC Department: HCEC@smoc.org**

- *It may up to 48 hours to hear back*

- ❖ **For more info and step by step instructions visit our website:**

- <https://www.smoc.org/housing-consumer-education-center.php>**

A stylized logo consisting of the number '3' with a superscript 's' (3^s) in white, set against an orange background with a white outline.

SMOC Behavioral Healthcare

- **Mental Health and Substance Use Outpatient Treatment**
- **Four Residential Substance Use Programs**
- **Recovery Center in Framingham Center**
- **Peer Recovery Coaches for Substance Use Recovery**

SMOC Residential Programs

Contact Information



Sage House- All referrals come through the Institute for Health and Recovery (IHR)
Call 617-661-3991

Serenity – Fax# (508) 620-2511

COE- Fax # (508) 620- 2515

Rhodes- Fax #- (508) 581-9279



Framingham Recovery Support Center

- The Framingham Recovery Support Center is a 'recovery-oriented sanctuary' anchored in the heart of downtown Framingham, where peer-to-peer recovery support services rely on a volunteer/member base to deliver services that are responsive to the recovery community needs assessment.
- The center incorporates a mix of emotional, informational, instrumental and affiliation supports to deliver a wide range of programming that is peer determined and run.
- Currently groups are available on Zoom too, and include Women's support group, Healing from trauma group, SMART recovery group and the Everybody group

FRSC Contact Information



- Email: framinghamrecoverycenter@smoc.org
Phone: 508-424-2520
Fax: 508-424-2521
- <https://www.facebook.com/Framingham-Recovery-Center-113930353636134>
- To learn more or obtain a Recovery Coach: Write Nscarmeas@smoc.org or call 508-232-8282 to speak to Nicky

Questions and Answers





Building Strength, Hope & Resiliency

Rosalind Baker, MPA
Program Director Framingham Family
Resource Center



WAYSIDE
YOUTH & FAMILY
SUPPORT NETWORK

Building Strength, Hope & Resiliency



What can a families and young adults can expect at Wayside Support Centers?

Kindness

Empathy

Respect



We accept referrals from schools, courts, and community agencies.

ALL services provided at no cost

- ▶ **Basic Needs**
- ▶ **Family Needs Assessment and Family Support Plans**
- ▶ **FFRC Programming**
- ▶ **Events**



Maslow's Hierarchy of Needs

TEMPO



Basic needs

Case management

Housing

Education

Employment

Grant funded programs

Contact Information

Framingham Family Resource Center

Program Director: Rosalind Baker, MPA

Phone: 508-270-1313

Rosalind_baker@waysideyouth.org

TEMPO, Young Adult Resource Center

Program Director: Troy Fernandes

Phone: 508-879-1424

troy_fernandes@waysideyouth.org

Thanks for coming!



Advocates Community Counseling

Intake: 508-661-2038

Advocates Living Room

284 Union Avenue
Framingham, MA 01702
(508) 661-3333

Inpatient Services

(800) 366-7732

Outpatient Services

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New England Recovery Center

(844) 800-NERC



Tempo

508-879-1424

Framingham Family Resource Center

508-270-1313

Thanks for coming!

Framingham Recovery Support Center

Email: framinghamrecoverysupportcenter@smoc.org

Phone: 508-424-2520

Fax: 508-424-2521

Common Ground Resource Center

Call: (508) 620 2690

Fax: (508) 620 2472

Residential Programs

Sage House 617-661-3991

Serenity Fax #: 508-620-2511

COE Fax #: 508-620-2515

Rhodes Fax #: 508-581-9279