

**"The therapists taught me positive coping skills and healthy ways to combat stress. They basically taught me to love myself again."**



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COUNSELING THAT  
EMPOWERS CHANGE



Putnam  
Family &  
Community  
Services

## 2016 ANNUAL REPORT





## LETTER FROM OUR CEO & BOARD CHAIRPERSON

From that first day of July in 1997, when Putnam Family and Community Services transitioned from being a county-run agency to a private nonprofit organization, we have fostered hope, wellness, and recovery for people in the Lower Hudson Valley. Twenty years later we are transforming again: we will be changing our name to CoveCare Center, reconfirming our mission, and putting forth a new vision statement.

These changes mirror our growth and new strategic vision (see Page 3). They also reflect a recommitment to the values that have always driven our work—a passionate belief that recovery is possible, a dedication to caring for the whole person, and a commitment to helping everyone we serve to realize their full potential.

People have always told us that we provide a protected, safe space, and that we empower change. Our new name, tag line, and logo will reflect that shared experience.

We look forward to the next 20 years of empowering positive change for people in the Lower Hudson Valley. If you need us, you'll find us at "the Cove."

Sincerely,



**Diane E. Russo, MS, CASAC**  
Chief Executive Officer



**Salvatore Gambino**  
Chairperson, Board of Directors

### What's In a Name?

The name "Putnam Family and Community Services (PFCS)" had long created confusion: People routinely mistook the agency for the state-run Putnam Community Services (PCS). We even got PCS's mail. Many people assumed we were still a government agency, or believed that we serve only residents of Putnam County. (We serve the entire Lower Hudson Valley and Western Connecticut.)

### It was time to clarify the confusion.

We wanted a new name that reflected the essence of our values and mission. The name "CoveCare Center" and our new logo depict the safe harbor we offer to our clients. We believe it conveys our unwavering commitment to caring for everyone we serve and the warm welcome we extend to the entire community. After all, "Cove" is at the very heart of "Recovery."

How has PFCS empowered change for you or someone you love?  
We'd love to hear your story. Please contact us at [DLevin@PFCSInc.org](mailto:DLevin@PFCSInc.org)

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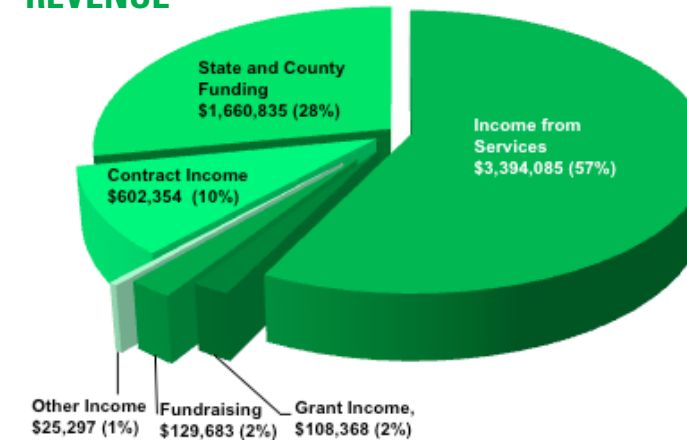
PFCS programs are licensed and monitored by:



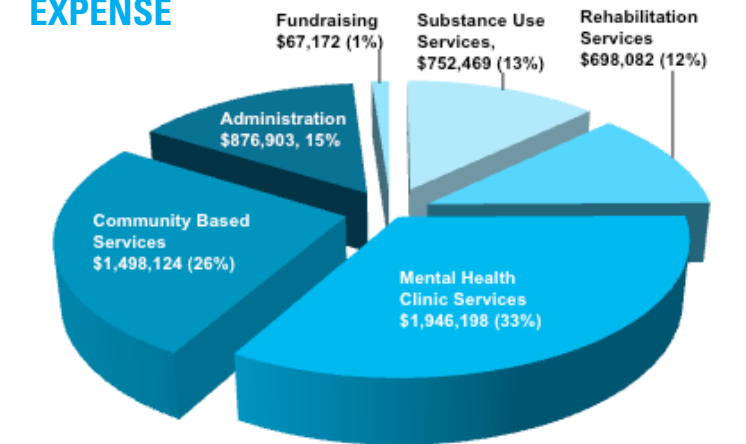
## Partnering with Individuals & Families

PROGRAMS	Individuals Served	Client Contacts
<b>Substance Use Prevention &amp; Treatment Services</b>		
Substance Use Disorder Treatment	241	5,059
Community and School Based Prevention	2,980	23,181
<b>Rehabilitation Services/PROSper</b>	178	14,550
<b>Mental Health Clinic Services</b>	1,510	18,068
<b>Community Based Services</b>		
Adult	853	6,738
Family & Children	1,277	4,717
<b>TOTALS</b>	<b>7,039</b>	<b>72,313</b>

### REVENUE



### EXPENSE



### Civic, Government and Service Partners

Abbot House  
Alcoholism and Substance Abuse Providers of NYS (ASAP)  
Assisted Outpatient Treatment Committee  
Brewster Chamber of Commerce  
Carmel, Lake Mahopac, Brewster & Patterson Rotary Clubs  
Care Management and Housing SPOA Committee  
Children's Health Home of Upstate NY (CHHUNY)  
Children's SPOA Committee  
Community Behavioral Health Services  
CommunityHealth Care Collaborative (CCC)  
Department of Community Mental Health - Westchester County  
Drug Crisis in Our Backyard  
Family Services of Westchester  
Garrison Union Free, Haldane, Mahopac & Putnam Valley School Districts  
Green Chimneys Community Based Services  
Hudson Valley Care Coalition  
Hudson Valley-Catskill Coalition of Alcoholism & Substance Abuse Providers  
Mahopac Central School District Health Advisory Committee  
Mahopac-Carmel Chamber of Commerce  
Mental Health Assoc. Roundtable  
Advocacy Meetings  
Mercy College Social Work Board  
Montefiore Hudson Valley Collaborative  
National Alliance for Mental Illness -Putnam  
National Council for Behavioral Health  
NCADD Putnam  
NY Association of Psychiatric Rehabilitation Services  
NY State Care Management Coalition  
NY State Council for Community Behavioral Health  
NY State Office of Alcohol & Substance Abuse Services (OASAS)  
NY State Office of Mental Health  
People Against Domestic Violence  
PEOPLE, Inc.  
Philipstown, Carmel, Mahopac & Putnam Valley Communities That Care  
Putnam County Youth Board  
Putnam Community Services Board  
Putnam Community Services Network  
Putnam Coordinated Children's Services Initiative  
Putnam County Alcohol & Substance Abuse Treatment Providers  
Putnam County Alternatives to Incarceration Board

Putnam County Treatment Court  
Putnam County Communities That Care Coalition  
Putnam County Department of Health  
Putnam County Department of Social Services, Mental Health & Youth Bureau  
Putnam County Disaster Preparedness Bio Terrorism Task Force  
Putnam County Long Term Recovery Coalition  
Putnam County Mental Health Providers  
Putnam County Office for Senior Resources  
Putnam County Suicide Awareness Task Force  
Putnam County Veterans Task Force  
Putnam Hospital Center Discharge Planning  
Putnam Hospital Center Mental Health Advisory Board  
Putnam Independent Living Services Advocacy Roundtable  
Putnam/Northern Westchester BOCES  
Search for Change  
United Way of Westchester & Putnam  
Westchester Medical Center Health Network



**CBHS Partners**  
Access: Supports for Living  
Hudson Valley Mental Health  
Human Development Services of Westchester  
Mental Health America of Dutchess County  
Mental Health Association of Rockland County  
Mental Health Association of Westchester  
Rehabilitation Support Services  
Westchester Jewish Community Services

# Looking Back Over 20 Years

1997	2002	2003	2008	2009	2010	2012	2013	2015	2016	2016	2017
July 1, 1997 Putnam Family and Community Services opens its doors as a private, nonprofit agency.	Merging drug counseling with alcohol treatment and prevention into one integrated program substantially improves services.	PFCS partners with Putnam County Department of Social Services and implements the Family Empowerment Program.	PFCS acquires Putnam Family Support and Advocacy to increase family support, advocacy, and education. Curriculum-based parenting workshops established.	Continuing Day Treatment Program converts to PROS (Personalized Recovery Oriented Services), empowering people who have serious mental health conditions.	PFCS receives the Marty Smith Memorial Award, presented each year to the state's most progressive mental health service provider by the New York Association of Psychiatric Rehabilitation Services.	New York State Office of Mental Health awards PFCS with a 5-year grant to provide screening to thousands of children to assess their emotional health and reduce stigma through education and early intervention.	Care management, primarily serving individuals with mental health issues, is expanded to include people with substance use and serious medical conditions.	In partnership with the Putnam County Department of Social Services, PFCS adds supervised visits for children and their families.	Growth continues with the introduction of Senior Partnership Services which provide in-home assessments, counseling, and supportive services to adults aged 55 and older with mental health and substance use issues.	PFCS joins Coordinated Behavioral Health Services (CBHS) IPA, Inc., spanning 10 counties in the Hudson Valley Region.	Putnam Family and Community Services commemorates its 20-year anniversary by changing its name to CoveCare Center.

## Thank You

PFCS relies on the generosity of individuals, businesses, foundations, and government funding sources to sustain its services. We could not achieve our mission without your help.

For information about ways to give, please contact **Debbie Levin** Director of Development (845) 225-2700 x136 [dlevin@pfcsinc.org](mailto:dlevin@pfcsinc.org)

**Circle of Recovery - \$25,000+**  
The Dyson Foundation  
NYS Office of Mental Health

**Circle of Healing - \$10,000+**  
Stacey Gibson  
Suzanne Willis & Edward Drake  
Westchester Community Foundation

**Circle of Growth - \$5,000+**  
Bristol-Myers Squibb Foundation

**Circle of Opportunity - \$1,000+**  
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Search for Change, Inc.  
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Henry H. Wells Middle School

**Circle of Caring - \$500+**  
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The Brewster Rotary  
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Christopher X. Maher, Esq., LLC  
Joseph & Maria Mastrogianni  
Michael P. & Maryellen McDonough  
Allie Monteleone  
NCADD Putnam (NY Council on Alcoholism and Drug Dependence of Putnam)  
New York Association of Psychiatric Rehabilitation Services (NYAPRS)  
NY State Gas & Electric  
O'Connell and Aronowitz, Attorneys at Law  
Cynthia Ott  
The Patterson Rotary Club  
Victor & Joanne Ponzio  
Putnam County Tourism  
Putnam Ridge Skilled Nursing Center  
Rose & Kiernan, Inc.  
Diane E. Russo  
Pamela Savarese  
David Sheehy  
State Wide Inspection Services, Inc  
Teri Waiveda  
Christy White  
Volz Auto

**"I remember the moment I realized...we were not alone. The staff and caregivers embraced the children for who they were, understood that a "one size fits all" mentality would not work with our children."**





# A Vision for Expanding Our Safe Harbor

As changes in behavioral health and substance use care accelerate—from new funding and business models to innovations in the delivery of services—PFCS is committed to staying ahead of the curve. We have adopted a strategic vision that will extend the safe harbor that we offer to more people in the Lower Hudson Valley and surrounding areas, while strengthening our financial stability.

## Greater Integration of Services.

New state guidelines demand a greater integration of behavioral health and primary care services. PFCS hopes to one day provide mental health and medical services in one place, which aligns with our aim to provide services for the whole person. Our current space limits what we can offer, so we are identifying resources that may one day enable us to achieve this expansion.

In keeping with the vision of New York State, we have begun integrating our services into other settings. We recently established a partnership with CareMount Medical Group in which our therapists will provide mental health services at several of their locations. Our new Senior Partnership Services program provides counseling to seniors in their homes, reducing the formidable barrier of transportation in our mostly rural county. After a school board budget vote passed, we were able to place a counselor at Putnam Valley High School, who provides students with a safe, confidential place to discuss all matters, including substance use and emotional concerns.

These kinds of partnerships allow us to reach more people who need our services in cost-effective ways, and extend

our commitment to treating the whole person. We seek to create more such partnerships in the future.

## Strengthening Peer Services.

Many of our programs include the addition of trained peer specialists—people who provide the kind of support that only someone who has lived through behavioral health challenges can offer. We are developing a new Peer Services division, which will help us strengthen coordination and training for peers, and optimize the support experience for our clients.

## Lower Hudson Valley Training Center.

We are planning to develop facilities at our site that will provide training and education for professionals and community groups throughout the area. This will further advance our mission by enhancing the skills of our staff, allied professionals, and organizations engaged in related work.

These new directions will enable PFCS to meet the strong, demonstrated need for our services in the region while growing intelligently and in a financially sustainable way.

# Putnam Family and Community Services



## Community-Based Services

This suite of services provides a range of assistance for adults, children, and families: Adults with medical, mental health, and/or substance use issues receive help navigating multiple service systems and accessing resources. Seniors benefit from home-based counseling and referrals. Children with mental health, substance use, medical, and other needs—and their parents/caregivers—receive assistance that includes navigating service delivery systems, peer support, and advocacy. Families become strengthened through parenting skills trainings, family support groups, supervised visitation, and counseling.

## Alcohol and Substance Use Treatment and Prevention

Credentialed counselors and social workers provide individual, family, and group counseling. Psychiatrists provide evaluations and prescribe medications, including treatment for opioid use. PFCS offers prevention education in Putnam County schools, raises awareness about substance use issues, and informs the public about local resources.

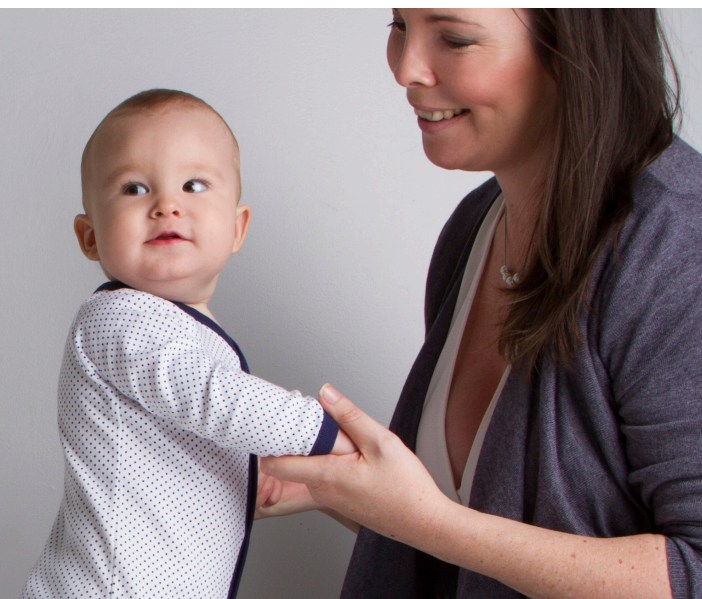
## PROSper Personalized Recovery-Oriented Services for people engaged in rehabilitation

PROSper helps people with serious mental health issues to recover, heal, and gain their independence. Services include goal-oriented counseling, classes, individual counseling, medication management, vocational counseling, and specialized services for people with both mental health and substance use issues.

## Mental Health Counseling and Treatment

Licensed therapists provide individual, group, and family therapy, as well as play therapy for children. As a supplement to counseling, psychiatrists prescribe and manage medications when needed, and trained peer specialists provide guidance and support based on their lived experiences.

**“PFCS has a very collaborative approach, where the doctors, therapists, and staff work together with families. I like the openness...the sense that I am not just being talked at, but included in my child’s and my family’s care.”**



## OUR MISSION

**Our mission is to partner with individuals, families, and the community to foster hope, wellness and recovery, and to restore quality of life by addressing mental health needs, substance use and social and emotional issues.**

## OUR VISION

**We imagine a strong, united community where all people are valued, accepted, and empowered to live healthy lives.**