



CoveCare
Center

FORMERLY
Putnam Family &
Community Services



2017 | ANNUAL REPORT



COUNSELING
THAT
EMPOWERS
CHANGE



A LETTER FROM OUR CEO & BOARD CHAIRPERSON

This past year has been an exciting one of change and growth. In 2017, as we celebrated our 20th year of service to the community, we officially became CoveCare Center, reconfirmed our mission, and put forth a new vision statement.

Over the past year, we have continued to foster hope, wellness, and recovery for people in the Hudson Valley with mental health and substance use challenges, and have collaborated with others in the community who support our mission. We formed an innovative new partnership with CareMount Medical in an effort to integrate physical and behavioral health care services, established mental health services at St. Christopher’s to support their health care and healing services, and most recently, announced our affiliation with the Mental Health Association in Putnam. We are excited to continue working with our partners and expanding our reach throughout the Lower Hudson Valley. Please read more about these initiatives on Page 5.

The past year also marked the formation of CoveCare Center’s Advisory Council, a group of dedicated members of the community who support our mission and are committed to actively furthering the agency’s growth and ongoing success.

In July of 2018, we will celebrate our first year as CoveCare Center. We are looking forward to continuing to empower positive change and share our message of hope. We passionately believe that recovery is possible, and we are always here to help our community.

Sincerely,

Diane E. Russo

Diane E. Russo, MS, CASAC
Chief Executive Officer

Salvatore Gambino

Salvatore Gambino
Chairperson, Board of Directors

COVECARE CENTER 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

CoveCare Center imagines a strong, united community where all people are valued, accepted, and empowered to live healthy lives.

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CoveCare Center programs are licensed and monitored by:



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Civic, Government and Service Partners

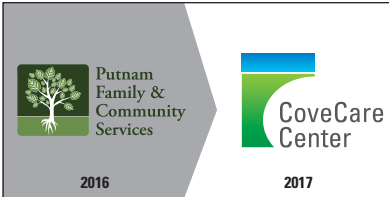
Abbot House
Alcoholism and Substance Abuse Providers of NYS (ASAP)
Assisted Outpatient Treatment Committee
Brewster Chamber of Commerce
Carmel, Lake Mahopac, Brewster & Patterson Rotary Clubs
Care Management and Housing SPOA Committee
Children’s Health Home of Upstate NY (CHHUNY)
Putnam County Community Resilience Coalition (CRC)
Children’s SPOA Committee
Community Behavioral Health Services
Community Health Care Collaborative (CCC)
Department of Community Mental Health - Westchester County
Drug Crisis in Our Backyard
Family Services of Westchester
Green Chimneys Community Based Services
Haldane, Mahopac & Putnam Valley Central School Districts
Hudson Valley Care
Hudson Valley-Catskill Coalition of Alcoholism & Substance Abuse Providers
Mahopac Central School District Health Advisory Committee
Mahopac-Carmel Chamber of Commerce

A New Name. A Broader Vision. The Same Commitment to Caring

From the first day in July 1997, when Putnam Family and Community Services transitioned from being a county-run agency to a private non-profit organization, we have fostered hope, wellness, and recovery for people in the Lower Hudson Valley. In 2017, twenty years later, we made the decision under our strategic plan to transform once more: we changed our name to CoveCare Center. We wanted a new name that reflected the essence of our values and mission, and our renewed commitment to serving those in need of our services throughout the Lower Hudson Valley.

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) and other similarly named agencies. Many people assumed we were still a government agency, or believed that we served only residents of Putnam County rather than the entire Lower Hudson Valley and Western Connecticut. Finally, our name did not effectively communicate what services we provide and our passion for caring for those we serve.

The name “CoveCare Center” and our new logo depict the safe harbor we offer to our clients. We believe that 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.”



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
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 OMH Mental Health
People Against Domestic Violence
PEOPLE, Inc.
Philipstown, Carmel, Mahopac & Putnam Valley Communities That Care
The Prevention Council of Putnam
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 Prevention Task Force
Putnam Hospital Center Mental Health Advisory Board
Putnam Independent Living Services
Advocacy Roundtable
Putnam/Northern Westchester BOCES
Putnam Valley High School
Search for Change
St. Christopher’s Inn
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

MENTAL HEALTH COUNSELING & TREATMENT SERVICES

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

2017 HIGHLIGHTS

- Accessibility of Mental Health Treatment services in Putnam County expanded through establishment of three satellite locations including St. Christopher's in Garrison and CareMount Medical sites in Patterson and Brewster.
- Psychiatric Nurse Practitioner added to staff in order to fill the increasing demand for psychiatric support.
- A new Electronic Health Record system implemented to facilitate better management of client records, integrated treatment plans, and scheduling.



"My work here at CoveCare allows me to make a positive impact on those we serve. It is both challenging and, at the same time, the most remarkable of gifts."

Christopher Pasquale, LCSW-R
Clinical Social Worker Since 1997

COMMUNITY-BASED SERVICES ADULT CARE

CoveCare Center Care Managers serve as partners to and advocates for adults with mental health, medical, and/or substance use issues who need help finding and navigating the many service systems that may help them to: access care; find transportation; obtain housing; access temporary assistance and food; live independently; obtain insurance, benefits and entitlements; and so much more. Seniors benefit from home-based counseling and referrals.

2017 HIGHLIGHTS

- Senior Partnership Services program launched under a 5-year grant from the Office of Mental Health, providing mobile behavioral health support services for Putnam residents ages 55+.
- A Peer Specialist position was incorporated into our Health Home Care Management program, which increased home and community visits and added an element of lived mental health experience to our care management services.
- We were able to engage and/or assess 5.5 times more clients for Home and Community Based Services (HCBS) than in 2016.



"Being able to give back to the people we serve on a daily basis through my role here at CoveCare has been rewarding and gratifying. I look forward to serving the community for years to come."

Jennifer Murman, BA – Behavioral Science
Care Manager Since 2016

COMMUNITY-BASED SERVICES FAMILIES AND CHILDREN

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. Parents become strengthened through parenting skills trainings, family support groups, supervised visitation and counseling.

2017 HIGHLIGHTS

- Children's Community-Based Services became a separate, distinct department due to the increasing demand for services and the diversity of the programs offered for families and children.
- Children's Health Home Care Management began operations in January 2017, providing services to a wider range of individuals. An additional Case Manager was added to support the demand.
- CCSI Case Management case load increased by 15% in 2017 in order to serve non-Medicaid clients who could not otherwise be served in the Health Home program.



"As a member of the CoveCare family, I witness the positive impact we have on the lives of the families under our care every single day. Working together, we empower the 'village' to raise healthy children."

Brandon Lillard, BA – Human Services
CCSI Team Lead Since 2017



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. CoveCare Center offers prevention education in Putnam County schools, raises awareness about substance use issues, and informs the public about local resources.

2017 HIGHLIGHTS

- CoveCare was awarded one of 10 statewide grants to establish a Family Support Navigator program to help families and individuals struggling with substance use disorders.
- The Medication Assisted Treatment Program was fully implemented for clients with a history of opioid use who need prescribed medication to manage this disorder. The program includes groups, individual counseling, and doctor visits for medication.
- Co-sponsored the "Reversing the Stigma" event to address the issues of substance use. It was attended by approximately 150 community members.



"We are dedicated to our belief that early intervention will promote positive behaviors and empower our youth to live healthy and well-balanced lives."

Marie O'Connor, BS – Education & Counseling
Prevention Education Supervisor Since 2017

PROSper PERSONALIZED RECOVERY-ORIENTED SERVICES

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.

2017 HIGHLIGHTS

- PROS received an Honorable Mention in Substance Abuse and Mental Health Services Administration's (SAMHSA) 2017 Recognition of Excellence in Wellness Initiative. The national Million Hearts Initiative is to prevent heart disease and stroke.
- 96% of discharged PROS clients reported that they would recommend PROS services to others.
- PROS averaged 31% of its population engaged in paid, competitive employment.



"I am thrilled to lead an amazing team that provides person-centered care. We empower clients to see their value, find hope in recovery and craft a life filled with meaning."

Debra Beattie, LMSW
PROS Team Leader Since 2015

2017 Partnership Launches: CareMount Medical & St. Christopher's



In 2017, CoveCare Center and CareMount Medical entered into an innovative new partnership that allows us to unite physical and behavioral health services and promote a model for integrated care.

CoveCare Center therapists now provide mental health counseling and treatment directly at CareMount Medical locations in Brewster and Patterson, based on a referral and ‘warm hand-off’ from a CareMount Medical physician. This collaborative approach to treatment for those who experience physical health conditions, in addition to mental health and/or substance use issues, is fully aligned with recent New York State guidelines, and CoveCare and CareMount Medical are leading the way. With increased communication and coordination between their health care

professionals, those in need are treated in a more comprehensive and effective way. This approach improves overall quality of care by addressing the whole person, while also reducing costs.

“Our mission has always been to offer the highest quality and most effective care to all of our patients, and partnering with CoveCare Center allows us to more thoroughly treat the entire patient. Mental health is an important part of a person’s physical health,” said Scott D. Hayworth, M.D., President and CEO, CareMount Medical. “This partnership helps to fulfill a major goal for CareMount Medical - to help our patients obtain easy access to quality mental health services.”

In addition, CoveCare has partnered with St. Christopher’s Inn in Garrison to provide on-site mental health counseling to residents in St. Christopher’s rehabilitation programs, ensuring that St. Christopher’s can meet its commitment to provide quality health care that addresses all facets of physical, emotional and spiritual healing.

Ensuring Continuity and Growth of Mental Health Services through Affiliation

CoveCare Center and the Mental Health Association in Putnam (MHA) collaborated throughout 2017 to lay the groundwork for an affiliation that leverages the strength of both organizations, with the goal to continue and grow the robust mental health services available to residents of Putnam and neighboring counties. A partnership officially launched on January 1, 2018. MHA continues to provide its valuable services and supports, offered since their 1993 inception, in an independent, sustainable fashion. These services complement the broad base of mental health and substance use treatment and prevention services available at CoveCare Center.



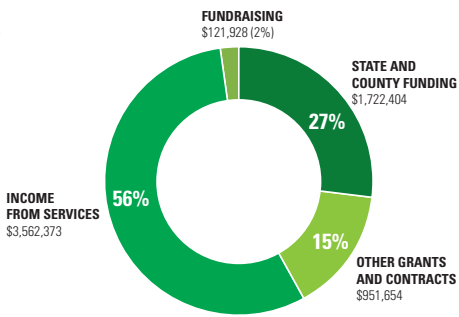
CoveCare Center and MHA in Putnam, leaders in the provision of mental health services, will each maintain their own 501(c) (3) status. By formalizing their long-standing partnership through affiliation, MHA continues as a vital resource in Putnam County, particularly in the areas of peer support, community education, and outreach with an emphasis on suicide prevention and veterans. CoveCare Center continues to work closely with MHA in those areas while still providing caring, compassionate, and confidential treatment for those who need assistance with mental health, substance use, and emotional and social issues.

Megan Castellano, Executive Director of MHA notes, “We are so excited about this opportunity which will allow us to expand the scope of our services while also providing us with the administrative infrastructure that we need to be a service provider long into the future. Through this strategic restructuring initiative, we can continue to focus on providing support to those in need where we live and work, right here in Putnam County.”

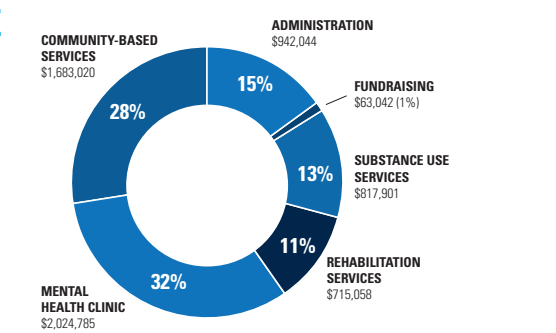
Partnering with Individuals & Families

PROGRAMS	Individuals Served	Client Contacts
Substance Use Prevention & Treatment Services		
Substance Use Disorder Treatment	254	4,288
Community and School Based Prevention	4,668	19,435
Rehabilitation Services/PROSper	180	16,194
Mental Health Clinic Services	1,727	17,474
Community Based Services		
Adult	443	5,529
Seniors	75	1,093
Family & Children	771	5,449
TOTALS	8,118	69,462

REVENUE
\$6,345,470



EXPENSE
\$6,245,850



Thank You

CoveCare Center 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 Susan Edelstein, Director of Development, at (845) 225-2700 x136 or sedelstein@covecarecenter.org.

Circle of Recovery - \$25,000+
The Dyson Foundation

Circle of Healing - \$10,000+
Stacey Gibson
Westchester Community Foundation

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

Circle of Opportunity - \$1,000+
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NY State Electric & Gas
Cynthia Ott
Prevention Council of Putnam
Diane Russo
Pamela Savarese
St. Christopher’s Inn, Inc.
State Wide Inspection Services, Inc

"My counselors at the 'Cove' help me recognize the progress that I'm making, and see the things I am accomplishing now that I could never have accomplished just months ago. "



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