



CAPE CONNECTIONS

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CEO'S CORNER !



Greg Speed,
CEO and President

Riding out the Storm with a Focus on Patient Care by Greg Speed, CEO and President

As we begin the New Year, I always reflect on the Goals which we established in 2017 and welcome the challenge in setting new goals for 2018. While a number of Goals were linked to our Strategic Plan that is based on the 5 Pillars of Excellence: Growth, People, Finance, Quality and Service, allow me to address the top 5 goals:

Goal 1: Fee for service Transition.

The transition to fee for service came on July 1st 2017. CCS was prepared. We recognized that there would be challenges in Outpatient reimbursement but were hopeful that the other programs transitioning to fee for service would balance out those deficits. After 6 months, with significant reductions in staff, both clinical and support, along with processes to become more efficient, Outpatient continues present a challenge, but overall, the news is good—we are in a surplus!

Across the DMHAS system of care, the news is the same. Outpatient services are typically running far behind the other fee for service programs. The reality is that the rates are not sufficient and continued advocacy must be done through NJAMHA. With the addition of "Just In Time" prescribing and daily Medication clinic, CCS will continue to keep the focus on excellent patient care.

Responding to community needs and the growing opiate concern in Cape May County, CCS initiated Medication Assisted Treatment in September. Patients can now receive Vivitrol and Suboxone. Suboxone is a combination medication consisting of Bu-

prenorphine and Naloxone. Patients are assessed by a psychiatrist or Advanced Practice Nurse and provided medication education and counseling which includes dosage and all indications, risks & benefits, warnings & precautions, adverse reactions etc. Patients are scheduled for Induction and are advised that Buprenorphine initiation lasts between 12 and 16 hours after the last use of heroin. Before receiving the first dose, the patient will need to exhibit mild to moderate withdrawal symptoms which will be monitored by the COWS (Clinical Opiate withdrawal scale) survey. Following Induction, the patient is seen every one to three weeks for stabilization over the course of two months. Patients also participate in either individual, intensive outpatient treatment or group therapy. CCS has embraced MAT and believes that it will make a positive impact on the growing opiate concerns.

Goal 2: Roll Out Psychiatric Consultation service at Cape Regional Medical Center

Continuing our focus on enhanced patient care, CCS initiated an inpatient psychiatric consultation service at Cape Regional Medical Center on August 1st. CCS provides 12 hours per week with 3 hour slots on Monday, Tuesday Thursday and Friday. Dr. Glenn Zielinski and Dr. Charles Dick provide the service between 8am and 11am and have already had a very positive impact on patient care. Deb Baesher MSN, VP of Patient Services was instrumental in making this happen.

Goal 3: Complete Patient Portal

CCS has made a number of advancements in 2017. We are working closely with Christine O'Fallon, Consultant with Cerner Community Behavioral Health in implementing a software package known as USX (Ultra-Sensitive Exchange). The program adheres to 42 CFR and HIPAA and will be live within 3 to 4 months. Patients will have access to visit & medication summaries, appointments and messaging.

Goal 4: Develop Annual Report

The Annual Report has been completed and

is available for review. The report can be found on Cape Counseling's website at www.capecounseling.org.

Goal 5: Increase Veterans Services

In November, we were pleased to have Hank Houston, a Vietnam War Veteran join our Board of Directors. Hank served honorably in the United States Army Medical Corps. He had advanced medical training and worked as an operating room technician serving in Vietnam as a medic between 1967 and 1970. Now retired, he is active with CVAC (Citizens Veterans Advisory Committee) and has a strong commitment to enhancing veteran services in our community.

Cape Counseling Services currently provides veterans counseling services through its affiliation with the VA Center in Atlantic County. A VA therapist provides treatment services on Fridays at the Crest Haven complex. In late November, CCS was asked to participate in establishing a Veterans diversion Program that went into effect on December 1, 2017. The purpose of the program is to provide Veterans who are arrested for non-violent charges, such as drug possession and use, to be assessed by a CCS clinician who would collaborate with the Prosecutor's Office in establishing a treatment plan which if adhered to by the veteran, would allow him/her to have their crime expunged within a 6 months period. CVAC members will also serve as mentors to those accepted into the program. As discussions continue about the CBOC (Community Based Outpatient Clinic) Cape Counseling Services will remain an active and interested partner.

2018 will bring new challenges, but I am very pleased that we have continued to "Ride out the Storm of Fee for Service" with a sharp focus on enhancing patient care. We have done so because of the dedication and commitment of our excellent staff. I am indebted to the many sacrifices made this past year by them across the board, and their ability to step up when necessary to provide care and the highest degree of professionalism in serving our community.

Adult Residential Services: 1st Annual Halloween Party

By

Liz Woods, Adult Residential Services Manager

On October 25, 2017 our Adult Residential Services program held its 1st Annual Halloween Party at the Millman Center in the Villas, Cape May, NJ. Clients spent weeks preparing for the party by making decorations, selecting a music list, preparing desserts and choosing costumes.



We partnered with the community and received donations for food, gift baskets and masks for clients to wear.

A special thanks to the Millman Center, Allstate in CMCH, Alex's Stone Harbor Market, Tortilla Flats, Snippers Salon, Anco Ace Hardware, Mirror Mirror Hair Salon and Shelly Saini.



Clients participated in fun games such as the Mummy Wrap, Corn Hole, Bingo, Best Costume and dancing. They were served a selection of appetizers followed by a lasagna dinner and sandwiches. Desserts were also included which were made by the clients. Clients and staff participated in all events and had a wonderful evening. Prizes of gift baskets were given to client who participated in planning the events as well as those who won games.



Cape Counseling Services to Implement Cerner Patient Portal

By

Steven Marchiano, Executive V.P. Finance, Administration and Compliance

Cape Counseling Services Inc. has purchased the Cerner Patient Portal which, once implemented, will allow online access to a patient's health information, and other information related to their care. Funding for the purchase is from a grant awarded by the New Jersey Division of Mental Health and Addiction Services. Cape Counseling Services paid for the other half through its own funds.

The Patient Portal is a way to communicate and share infor-

mation with patients in a HIPAA-compliant way. Each user will be granted an individual login which allows access to the secure portal. Once in the system, information can be viewed and downloaded. A secure message can also be sent through the portal to request information, update demographics or to have someone contact you regarding your appointment.

We are in the initial phases of implementing the Patient Portal. There is no definite launch date at this time but sometime in Spring

2018 expected given the configuration involved.

In the initial phase of the launch, patients will be limited to view and download information and to send a message. In the later parts of the implementation, patient should be able to request or change an appointment, view lab results, download and complete Cape Counseling Service's forms, such as registration and receive messages regarding care or treatment.

New Procedure for Scheduling Psychiatric Appointments by Greg Speed, CEO and President

Cape Counseling Services is excited to introduce a new procedure for scheduling psychiatric appointments known as “just in time scheduling.” Just in time for psychiatric appointments is a process for reducing no-shows and cancellations when it comes to medication monitoring visits. Cape Counseling implemented this process on November 15th 2017. The front desk staff will give clients/patients a reminder card when they check out. Instead of scheduling a follow-up appointment, the reminder card will let patients know when to call Cape Counseling Services to schedule their next medication appointment. When patients do call they will be given an appointment within one week.

As an example, if a patient has an appointment on February 1st and the prescriber wants to see the patient in four weeks, the front desk staff will give the patient a reminder card that states “call during the week of February 20th to schedule your appointment.” When the patient calls during that week, the staff will schedule the appointment for the following week February 26th through March 2nd, 2018. In addition to the “just in time prescribing process” patients can no longer call in and request medication refills if they miss an appointment. Patients will need to be seen face-to-face in order to obtain a prescription. If a patient misses a scheduled appointment, they may

utilize Cape Counseling’s walk-in clinic hours. Patients will be welcome to come in but will have to wait until a prescriber is available.

Just in time prescribing has been very successful in many organizations throughout New Jersey as well as across the country. Organizations which typically have between a 30 and 40 percent breakage rate (no-shows and cancellations), are now experiencing a breakage rate between 15 and 18 percent. Cape Counseling will continue to monitor this practice for a minimum of six months and will be capturing data regarding medication adherence and compliance in addition to the no-show and cancellation rate.

Cape Counseling Services 18th Annual Holiday Gathering 2017

Cape Counseling Services held its 18th Annual Holiday Gathering on December 6th, 2017 at the Wildwood Golf & Country Club. It was an enjoyable morning of celebration and togetherness, and lots of food. There was a delicious breakfast buffet, omelet station and pastry station. The sweet treat table featured pick-your-own candy which included Reese’s Peanut Butter Cups, York Peppermint Patties, Hershey’s Kisses and more.

For the first time we also had a photo booth which many people took advantage of.

After eating we had the Awards Ceremony. The CEO, Greg Speed, started by acknowledging our **2017 Employees of the Month**. Next he honored some of our staff with **Years of Service Awards** for 5, 10, 20, 30 and 35 years. These employees were presented with a framed certificate - some recipients are pictured below, not all were available for a photograph. Before announcing the 2017 Manager of the year, he presented a plaque and bouquet of flowers to Dr. Marie Hasson who is leaving us to join the Inspira Health Network. Last, but

by no means least, the CEO announced the **2017 Manager of the Year** - Bill Everett, Manager, ICMS, IOC and Housing Program Manager. Congratulations Bill! Well-deserved!

We also had some fun with great giveaways for our staff. Everyone who R.S.V.P.’d to the event was entered into a drawing. Staff members picked the winning names. Some of the prizes included a “Day-Off Drawing” (an additional day off work at their choosing), certificates to Frank Theaters, Morey’s Piers and more. We also

gave away the beautiful centerpieces that our Cape Community Home children made. The children spent a lot of time and effort on these centerpieces and they were appreciated by those who won them. The last highly anticipated event was the 50/50 drawing. The final amount was shared between the winning staff person and the food bank at Cape Counseling Services’ Family Success Center.

10 Years: Greg Speed, CEO with Rosemarie Yates, Bernadette Moore, and Patricia Rocanella



20 years:
Greg Speed,
CEO with
Paul Leonetti
And
Carol Versaggi



30 years:
Greg Speed,
CEO with:
Sam Titora
And
Teri Robinson



Kindness is Contagious

by Elisa S. Rubbert, ATR-BC, ATCS, Children's Partial Care Therapist

Children's Partial Care (CPC) youth are spreading words of kindness by creating some colorful rocks around the Cape Counseling Services Main Site campus.

CPC youth and staff have been working together to create an atmosphere of kindness and paying kindness forward. Essentially the "Kindness Rock Project" has been a popular program that many communities, schools and agencies have adopted across our nation. I am very happy to share that our youth took pride in their work in creating positive affirmations

and are excited to think about the potential of how their messages can be spread out in our community. I can assure you all that this is an ongoing daily process that is tied into self-awareness, coping skills and mindfulness in our program. The goal is that kindness not only shows respect for others but also for ourselves. Being kind to yourself and others, as we all know, goes a long way.

Our youth were so energized over this project that they wanted to incorporate this project in our monthly pro-

gram Family Night last October 27th. It was wonderful to witness the energy that was created with music, art, positivity and family.

The goal is to encourage everyone to take some time to talk about kindness, pay it forward and become part of this movement. The rocks are there to be reminders, can be moved and spread out throughout our agency and our community.

The best thing is that CPC youth will be working on another "batch" for the holiday season, so stay tuned!

"Kindness is a language
which the deaf can hear
and the blind can see"

Mark Twain

Medication Assisted Treatment Suboxone

By
Greg Speed, CEO and President

In response to the growing opiate concerns in Cape May County, Cape Counseling Services initiated suboxone Medication Assisted Treatment in early October 2017.

Suboxone is a combination medication consisting of Buprenorphine and Naloxone. Patients referred for suboxone treatment will be assessed by a psychiatrist or advanced practice nurse. Patients will be provided with appropriate medication counseling and treatment options. Prescribers will provide medication education and information about dosage and all indications, risks and benefits, warnings and precautions, adverse reactions and potential side effects.

Inductions will be explained to patients with the recommendation that someone be available to drive them home after the initial treatment.

Following induction, the patient will be seen every one to three weeks for stabilization for one to two months. Patients will also be expected to participate in other individual therapy, intensive outpatient treatment (IOP) or group therapy.

CCS Welcomes Robins' Nest

By
Greg Speed, CEO and President

In September 2017 Cape Counseling Services was pleased to welcome Robins' Nest Inc. as a tenant at 1129 Route 9 South, Cape May Court House.

Robins' Nest will continue to provide Family Preservation Services and partner with Cape Counseling Services while serving the needs of our families and children. The term of the lease is for three (3) years ending on August 31, 2020. There is also an option to renew the lease for two (2) years at the end of the initial lease term.

Changes to the Board of Directors at Cape Counseling Services

Over the past year the Board has undergone some changes. Esther Read served on the Board for three years and resigned in May 2016. Emaleigh Kaithern joined the Board in December 2017. Emaleigh is the Communications Manager at Princeton Strategic Communications and brings a wealth of Communications experience with her and has been involved with the fundraising committee.

In December 2017 we added another member to the Board: Henry "Hank" Houston. Hank is a Veteran and holds a license as a Certified Alcohol Drug Counselor (CADC) and is a Licensed Professional Counselor (LPC). He is currently serving on the Board of the Citizens/Veterans Advisory Committee (CVAC).

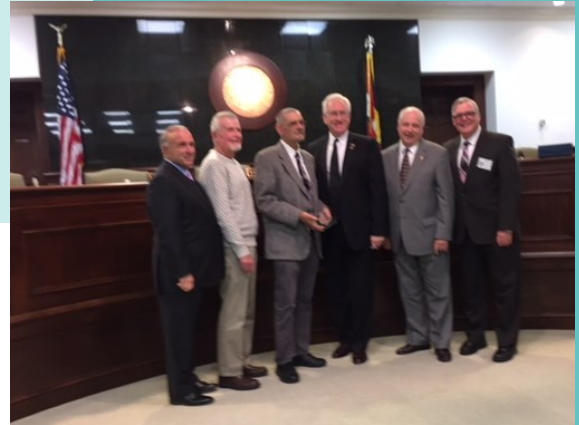
Steve Alfano Honored by County Freeholders: Mental Health Provider of the Year 2017 by Greg Speed, CEO and President

Steve Alfano, a Cape Counseling employee for the past 35 years was honored at the November 14th Freeholders Board meeting. Steve has been a counselor at Cape Counseling Services since 1983. He was a pioneer in the area of providing counseling and therapeutic services to child abuse involved families along with the sexual perpetrators. Steve was trained at the Peters Institute in Philadelphia which focused on working with individuals convicted of a sexual crime. Steve left that position in July 1993 and became the intake coordinator, a position that over-

sees clients requesting clinical services for outpatient and mental health, outpatient recovery services and psychiatry. Steve was also involved with the screening department at Cape Regional Medical Center and is a credentialed disaster response crisis counselor. Steve has served as an instructor at Stockton State College and Rutgers Graduate School. Steve graduated from Penn State University with an undergraduate degree and from Rutgers University with his MSW. He received his LCSW, Licensed Clinical Social Work status in 2000. It has been my pleasure to know Steve and work with him

for the past 35 years. This honor is well deserved.

From left to right: Leonard Desiderio, Barry Keefe, Steve Alfano, Jeffrey Pierson, Gerald Thornton, Greg Speed.



Cape May County Board of Chosen Freeholders Declare November as ACES Month (Adverse Childhood Experiences) by Greg Speed, CEO and President

At the October 10th regular meeting of the Board of Chosen Freeholders Tom Piratzky, Chris Leusner and Greg Speed presented an overview of the work that has been accomplished by the Cape Regional Wellness Alliance.

The Cape Regional Wellness Alliance was formed in 2016 following a successful submission of a grant application to the Robert Wood Johnson Foundation, focused on creating a culture of health in Cape May County. The core members of the alliance represent the following sectors, healthcare, behavioral health including mental health and addiction services, business, education and law enforcement. The core members include Tom Piratzky from Cape Regional Medical Center, Greg Speed CEO of Cape Counseling Services, Chris Kobik Superintendent of Schools with Lower Township, Vicki Clark President of the Cape May County Chamber of Commerce, Chief Chris Leusner Chief of Middle Township and Vicki Lachman Cape Regional Board Member as well as private practice

consultant. After many months of meeting with community leaders and through the work of the Cape Regional Health System Community Health Needs Assessment coalition representing over 26 community agencies, it became evident that our selected program of building a culture of health would be ACES, Adverse Childhood Experiences. Cape May County has one of the highest rates of adverse childhood experiences in the state of New Jersey. Four municipalities in the County have been identified with the highest levels of incidence including the communities of Lower Township, Middle Township, Wildwood and Woodbine.

The objectives which were established as our core team continued to meet were as follows:

1. Establish baseline data of the prevalence of ACES in the four communities.
2. Provide a comprehensive education program about ACES in all four community school systems. Conduct a public awareness campaign in all four communities.
3. Organize and implement a

minimum of four projects that promote resiliency among youth in Lower, Middle, Wildwood and Woodbine.

One of the action steps which the Cape Regional Wellness Alliance has taken was to develop a resolution which would be signed not only by the Board of Chosen Freeholders but by all municipal officials and school superintendents in the four designated communities. Major areas of concern highlighted within the resolution are as follows:

“Whereas, according to the 2017 New Jersey Kids Count Report for the 7th year in a row, Cape May County is ranked the highest of all 21 New Jersey counties in unemployment, child out-of-home placements, lowest in overall child wellness, and the highest rate of reported substantiated investigations of child abuse and neglect.”
“Whereas, 2017 health rankings indicate Cape May County is ranks 16th for overall health outcomes, Type II diabetes and obesity, infant and child mortality,

as well as adult premature mortality outcomes above the state rate with the second highest suicide rate and fourth highest drug abuse deaths; and length of life expectancy ranking as the lowest in New Jersey at 21.”

The Resolution read as follows: “Resolution 782-17 proclaiming November as Adverse Childhood Experiences Awareness Month in Cape May County. This Resolution proclaims November as Adverse Childhood Experiences Awareness Month in Cape May County to raise awareness about ACES and the need to emphasize the importance of providing protective factors and building resiliency among the population.”

THANK YOU TO OUR DONORS !!

We truly appreciate the donations both monetary and in-kind that local businesses and residents have given us over the years.

Donations to Cape Counseling Services help us to sustain the essential counseling and support services for Southern New Jersey's leading community mental & behavioral health center. Your contribution today will make a difference in the lives of the nearly 5,000 individuals who rely on us each and every day for hope in their recovery.

If you would like to make a monetary donation to Cape Counseling you can either go to our website: <http://www.capecounseling.org/About-Us/Contribute.cfm>

Or if you prefer to make a donation through the mail please send it to:

Cape Counseling Services
Administrative Services Department
1129 Route 9 South, Suite 1
Cape May Court House, NJ 08210



Cape Counseling's Mission is:

"To partner with individuals, families and community to provide recovery-focused, trauma-informed integrated primary and behavioral healthcare, and to promote wellness, resiliency and hope for positive change.

Cape Counseling Services

Providing over 38 years of quality care in the community with a Heart in the Present and an Eye to the Future

Serving over 5,000 individuals and employing more than 240 full and part time staff members, we have been a leading provider of behavioral health services in Cape May County since 1979.

Following is a *sample of services* that Cape Counseling offers via 12 different locations throughout Cape May County...

General Counseling:

- Psychiatric Emergency Screening Services
- Veterans Outpatient Services

Adult Programs:

- Adult Residential
- Outpatient Services
- Recovery Services—Drug/Alcohol
- Psychiatric Services
- Mental Health IOP
- Adult Partial Care
- Integrated Clinical Case Management Services
- Intensive Family Support Services

Children & Families:

- Family Success Center
- Intensive Supervision Program
- Supervised Visitation Program
- School Based Youth Services
- Children's Partial Care
- Children/Adolescent Residential

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