



*Celebrating 15 Years of Inspiration, Empowerment  
& Achievement  
Annual Report of the Agency 2005*



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***Fifteen Years of Dignified Psychiatric Rehabilitation  
1991-2006***

***Our History:***

Clubhouse of Suffolk is a private, not-for-profit psychiatric rehabilitation agency that was founded in 1990 by members of the Suffolk Chapter of the Alliance for the Mentally Ill (AMI). Under the leadership of a national advocate, Dr. Davis Pollack, who is a Suffolk County resident, this group sought to increase the range of opportunities for working, learning, and socializing for people whose lives have been disrupted by serious forms of mental illness.

To guide their quest, the group turned to Fountain House in New York City, which, since 1948, has been a pioneer in the international development of comprehensive community-based programs of psychiatric rehabilitation facilitating social and vocational adjustment. The success of their work is clearly evidenced by 400 replications of the "clubhouse model" in this country and abroad. The fruits of their collaboration were realized when Clubhouse of Suffolk opened the doors to its first clubhouse in January of 1991 in Ronkonkoma.

The opening of the first clubhouse generated huge interest among people in recovery in Suffolk County who sought avenues to productive and socially satisfying roles. In response to this demand, Clubhouse has grown in the size and range of its recovery-driven activities in order to realize the vision of our founders and the dreams of the people who use our services. Offering a broad range of "state-of-the-art" rehabilitation and support services, and incorporating a "best practices" psychiatric rehabilitation approach through a collaboration with the Boston Center of Psychiatric Rehabilitation, Clubhouse has grown to serve over 1500 people with mental illnesses each year, adding a second satellite facility -- the Synergy Center -- in Riverhead in 1995 and adding our Supportive Case Management Program in 2001. We are looking forward to opening two clinic treatment programs as our Clubhouse-Ronkonkoma and Synergy Center programs convert to the new PROS (Personalized Recovery-Oriented Services) licenses.

***"Clubhouse of Suffolk's mission is to assist people who are affected by serious mental illness to lead healthy, productive, and satisfying lives".***



***Here are just a few of the accomplishments of our agency  
since 1991:***

- Clubhouse of Suffolk has grown over 15 years to serve over 1500 people per year with a staff of 75 and an annual budget of nearly \$4 million per year
- Our employment-involved programs have placed hundreds of people who have either never worked competitively or have been unemployed for many years into competitive workplaces
- Our Supported Education services have helped hundreds to gain or regain literacy and/or to go to college and we have provided 15 participants with \$1000 each in privately-raised scholarship assistance
- Our Pathways Project , the second opened on Long Island consistently receives the top program reviews by NYSOMH
- Our Board President, and the Executive and Deputy Directors have achieved Local, State, and National recognition for their leadership successes
- We have led the Long Island Disability Mentoring Day activities for several years;
- We participate in unique demonstration projects to “field test” emerging Evidence-Based practices such as Cognitive Remediation, Performance-based contracting, and workplace socialization model;
- Thanks to a New York State Health Department grant, we developed a unique Smoking Cessation intervention and are now working with other agencies to use it;
- We have held 13 Mental Illness Awareness Days bringing nationally-prominent speakers and cutting-edge trainers to Long Island audiences of 900 or more.
- Our members and staff provide regular Mental Illness Sensitivity training to Suffolk County Police recruits, staff of Suffolk County Departments of Social Services and Labor, high school and college students
- We now own two buildings and three supportive houses for program operations
- Because of its effectiveness, our case management program grew from serving 60 to 350 people in just three years.
- We were awarded and initiated an Adult Home Case Management Project to enhance the lives of people living in licensed adult homes.
- In collaboration with the County Department of Social Services, we reach out to homeless and at-risk people who have mental illnesses that has obstructed their ability to connect with vital resources;
- Our staff and members participate actively in Town, County, State, and National advocacy on matters including stigma, mental health policy, program development, barriers to employment of people with disabilities, regulatory changes, management effectiveness, State and National budget, insurance parity, transportation, and more

***Thanks to your continued support...Watch Us Grow!!!***



***Celebrating Fifteen Years of Dignified Psychiatric Rehabilitation  
1991-2006***

## ***Report of the Agency – 2005***

### **Clubhouse –Ronkonkoma**

***Work Ordered Day -- Transitional Employment – Evening Program***

***Roni Dekoning, Associate Director***

***Jean Forrest, Director of Intake Services***

***Diane Schiano, Assistant Program Director***

***Fran Tormey, Coordinator, Transitional Employment (T.E.)***

Fifteen years ago, our agency began operation in a manner familiar to clubhouses across the world: Establish the core components of a clubhouse model program -- the Work Ordered Day, Transitional Employment and Evening Social Programs. Our original six staff and thirteen initial members endeavored to build the Clubhouse community and maintain the core philosophical standards of a Clubhouse as developed by the International Center for Clubhouse Development. Our history records that this group was not only successful but responded to a huge torrent of interest in our programs – which has not subsided since!

Since those early days, our clubhouse has built upon its Clubhouse Model foundation to respond to the changing needs of people whose lives are affected by serious mental illnesses. While most original members had experienced hospitalizations in a State hospital, most who come to us today with only brief hospitalizations – but with a plethora of contemporary challenges such as co-occurring substance use, learning or medical disabilities, as well as experiences in the criminal justice system (most frequently for non-violent crimes) and/or homelessness. In response, our clubhouse has diversified the day by developing more extensive unit work opportunities (such as through our Creative Arts Unit which is responsible for the art displays and horticulture in our building) as well as bridging the clubhouse with all the new service initiatives of the agency. Today, many of our members utilize the Pathways Project or our Competitive Employment services in combination with the clubhouse services. A typical day for a member may include a morning Goal Setting class in Pathways or a Symptom Management workgroup followed by a meeting with their advisor to review their personal plan. After lunch that member would work in the clerical unit where they are preparing a bulk mailing of our newsletter.

In January 2006, fifteen years after our doors opened, “The Club” remains one of many vital services of the Agency. Daily attendance in the program ranges from 80-90 members a day. The Evening Program is open three days a week providing support and leisure opportunities for many of the members who are working or going to school during the day. The Transitional Employment Program remains an essential component of our various Employment services, with enclaves and highly supported work opportunities. We have enhanced the TE Program to meet the needs of members who are 55 years of age and older through a collaboration with the National Council on the Aging. The excitement, hopes and dreams of the 446 members who participated in our clubhouse in 2005 and all our outstanding, dedicated staff members remain true to our original mission and continues to strengthen as we change and grow.



### **Synergy Center**

***Wendy Fleming, Program Director***

Synergy Center services continue to flourish and offer state-of-the-art psychiatric rehabilitation and support services to Long Island's East End residents in recovery.

Since 2003, Synergy has moved twice and awaits final renovations at its new home, at 1380 Roanoke Avenue in Riverhead. Despite the arduous journey to our new home, the essential elements of recovery -- vision, hope, resilience, support and perseverance -- have prevailed and continue to guide members to live healthier and more productive lives.

In 2005, Synergy's Work Ordered Day served approximately 109 active members. In addition, our Special Employment Services worked with 42 members to secure gainful employment and Independent Employment has helped 11 members maintain employment for two years or longer. The Friday evening "Drop In" provided social & recreational activities for over 100 East Enders who have psychiatric diagnosis.

In addition to the core clubhouse services, Synergy's activities include:

- ◆ **Supported Housing** support for five participants in Clubhouse of Suffolk's supported housing program in addition to connecting people in need to other housing resources on the East End;
- ◆ **Peer Outreach & Support including** weekly peer support & wellness programs and in-home outreach to members who are struggling in the community.
- ◆ **Smoking Cessation services:** Ten consumers to quit smoking and live healthier active life styles and many others reduced tobacco use thanks to cessation education and peer support;
- ◆ **Rehabilitation workshops and classes** to facilitate informed choices about vocational, educational, housing and socialization goals have been integrated into the WOD.
- ◆ **Community Education:** Synergy members and staff have provided education to the community about recovery and psychiatric rehabilitation in a variety of settings including high schools, colleges, health fairs, and the annual **East End Mental Health Awareness Day**.
- ◆ **Peer Specialist Education Training:** Synergy Center partnered with the Mental Health Association of Suffolk County to provide consumers interested in human service careers with comprehensive training to develop fundamental skills for effective peer support.
- ◆ **Entitlements education & outreach** collaborations with the Social Security Administration, Department of Social Services and Abilities "SMART" Program enabled members to understand and optimize the Medicaid Buy In, Medicare Part D, & SSA's Work Incentives
- ◆ **Collaboration with Hofstra University:** We have recently begun collaboration with the innovative WORX Project that bridges university-based training with the activities of employment-directed community programs.

Synergy has been very blessed with a team of staff who have stayed with the program through stressful times and who, teamed with a growing cadre of dedicated members, look forward to growing the program in its beautiful new home.



**Community Access Project --Transportation Assistance**  
**Nicole Guberman, Coordinator, Clubhouse-Ronkonkoma**  
**Aaron Bail, Unit Facilitator, Synergy Center**

Clubhouse's Community Access Project has helped people whose lives have been disrupted by mental illness find solutions to the transportation barriers imposed by their disability so that they may obtain a satisfying vocational and social life through our services.

Clubhouse has provided services to members and others in the mental health community by filling gaps in getting to medical appointments, mental health services, schools and colleges, food shopping, pharmacies, banks, as well as visiting family and attending social outings. A major focus of our work is to encourage and assist members to use the Suffolk County public transit system. This includes supporting them to acquire reduced-fare MetroCards, Suffolk County Accessible Transportation "SCAT" passes and reduced-fare or free transportation cards for senior citizens.

To help promote familiarity with public transit, a group of members and staff attended a tour of the SCAT facility located in Ronkonkoma. They were able to see the dispatch, computer and bus maintenance areas

as well as meet the reservationists to whom they often speak. The participants were also given the opportunity to take a short ride across the street on a SCAT bus, which was a great experience for those who had never gone on one before.

The Clubhouse transportation unit would like to thank our three drivers Bill, Eric and Liz for their hard work -- driving every morning, afternoon, evening, holiday and on social outings. Without the driver's dedication some of our members would be housebound and it would be difficult for them to take advantage of opportunities both at Clubhouse and in the community.



### **Pathways Project IPRT**

***Ann Schehr, Program Director***

***Michael Cerevella, Coordinator, Supported Education Project***

***Linda McLehose, Coordinator, Medication/Symptom Management Project***

Following its creation by then-NYS OMH Commissioner Richard Surles, Clubhouse's Pathways Project became the first IPRT program to open on Long Island nine years ago. Starting with one full-time and three part-time practitioners serving the first group of twelve participants, Pathways utilized cutting-edge psychiatric rehabilitation tools fashioned by Dr. Bill Anthony and his colleagues at Boston University's Center for Psychiatric Rehabilitation to help people choose and acquire new roles in the areas of employment, education, and housing while simultaneously enhancing their skill in advancing their recovery and wellness and preventing relapse.

Today, 7 fulltime and 2 part time practitioners serve over 85 people in classes and individual services at any one time, at sites in Ronkonkoma and Riverhead. Since its inception, Pathways has helped individuals overcome gaps, barriers, and lost hope and confidence to resume roles in their homes and communities, acquire new jobs, complete high school, college and graduate programs, develop social skills and relationships, and find adequate and satisfying housing.

Included in Pathways' program are special 'tracks' and services including:

- Our popular **"Go To Work Seminar"** which helps employment-directed participants to confront an array of obstacles including entitlement program rules, explaining workplace gaps, making decisions with respect to disability disclosure, as well as being unfamiliar with workplace challenges when trying to obtain or return to work

- The **“Get Ready” Track**, targeting people who have never worked competitively and are faced with challenges of multiple disabilities. Get Ready participants learn that they can indeed master the skills and aptitude necessary to find special meaning and purpose in their lives, even in the face of debilitating self- stigma and symptoms changes. Many GRT have moved on and are currently working, looking into school, or they may have even accomplished their goal of changing their living environment and no longer attend Clubhouse.
- The **“Young Adult”** program works with people ages 18-24 whose transitions from public schools have been challenged by the more recent onset of disabilities. YA members work on relapse prevention and Wellness Recovery Action Plan as well as goal identification and setting strategies. Many of our YA members have started college programs with the support of their YA and Supported Education advisors; others have begun part-time work, assisted by the Employment program at Clubhouse. The YA program uses music and art to help its members connect with each other and their recovery objectives. Most participants also say that the YA program has served as their first chance to meet and work closely with peers who truly understand what it is to be a young person living with mental illness.
- The **“Free and Balanced Living”** Program has gives individuals with dual diagnosis skills to address co-occurring mental illness and addiction issues. In FBL, participants can find healthy ways to deal with stigma, relapse, and symptoms while developing personal goals.

Whether a person wants to choose to make a change, get a desired change or keep a role in an environment that they have successfully changed, Pathways presents a supportive, realistic, and responsible place to deal with the changes and challenges presented by mental illness.

Over the past fifteen years, over hundreds of Pathways participants utilized their rekindled ambitions and newly acquired skills to achieve their goals! We wish them all continued success and health.

The Pathways Project IPRT also serves as the umbrella for two other Clubhouse programs, the Supported Education Program and Medication/Symptom Management Project.

### ***Supported Education:***

Some people in recovery come to Clubhouse seeking to overcome educational experiences interrupted by their disability. The Supported Education Program helps participants pursue higher education as a means to new desired roles. Individual and Group sessions designed to assist current students as well as those interested in exploring academic possibilities. Great attention is paid to helping participants identify challenges – from financial aid to registration -- to successfully use on-campus resources to achieve their goal. Many of the Disabilities Offices of local colleges and universities connect with our program to help participants bridge these steps to educational opportunities.

Scholarship funds made Available from Cellen Financial & Soviero Family which has enabled fifteen members to obtain financial assistance to return to school. Our Peer Tutoring program links members interested in tutoring with members who need academic assistance. Connection with the Educational Opportunity Center has helped members who are looking for assistance in College Prep as well as Business and Technology Programs.

### ***Medication and Symptom Management:***

The Medication and Symptom Management program began in 1995 as a small initiative utilizing part time staff who were themselves recovering from psych disabilities. Under the leadership of Marilyn O Neill RN, the project adapted rehabilitation technology developed by Dr. Robert Liberman from UCLA to help people in recovery to manage the symptoms of their illness and the side effects of medications. Participants who attend the program’s classes benefit from the development of WRAP plans to help recognize early warning signs, understand the dynamics of psychiatric medications, and effectively utilize their professional and natural systems of support.

The project reaches out to consumers of mental health services in agencies, hospitals, and residential programs teaching people skills that are critical to preventing relapse. The MSM program has developed a wellness program, scheduled regular speakers, and outreach to wellness fairs.



## **Supported Employment Services**

***Lisa Koop-Yilmaz, Director of Employment Services***

***Danielle Alessio, Coordinator of Supported Employment, Synergy Center***

Empowering people with psychiatric disabilities to attain and maintain employment and to pursue careers remains a core objective of Clubhouse of Suffolk and Synergy Center's programs. The agency continues to enhance and diversify our employment services to meet the changing needs, challenges, and preferences of our members as well as those of the business community.

With the skills and dedication of an outstanding, dedicated staff, we can feel proud of the following accomplishments:

◇ ***Successful employment services to 150 Clubhouse-Ronkonkoma and Synergy Center members at any one time;***

◇ ***Over 30 members pursuing higher education, many after experiencing renewed workplace success and several going to school while they are employed;***

◇ ***Successful development and implementation of an innovative employment service integrating VESID and OMH employment services. The Performance Based Contract (PBC) evaluated the impact of a consumer driven milestone payment program on employment outcomes, practices and services.***

◇ ***Participation as an Employment Network in Social Security Administration's pilot "Ticket to Work" project, using Work Incentives to increase employment rates of those receiving SSI and SSD.*** Approximately 40 Clubhouse members who consulted the representative returned to work.

◇ ***Collaboration with the Suffolk County Departments of Labor and Social Services' "One Stop" Center.*** The "One Stop" that provides numerous employment resources including: job search training and classes; job fairs; career education; computer software training; apprenticeships and assistance with civil service positions. Approximately 25 members used the One Stop services for training and employment assistance.

◇ ***Intra-agency implementation of the Medicaid Buy-In Program.*** Approximately 40 members have used this program to return to work with continued health insurance coverage through Medicaid.

◇ ***Awarded and implemented VESID Supported Employment program.*** Twelve members with more intensive challenges have used this service to return to work.

◇ ***Founding member of WORX, a Long Island coalition seeking to improve employment outcomes for individuals with disabilities by refining “emerging Best Practices”.*** The coalition is sponsored by the National Institute on Disability Rehabilitation Research to develop innovative programs to improve employment outcomes for individuals with disabilities. Clubhouse of Suffolk is committed to the 5-year research project.

◇ ***Established and advanced the Disability Mentoring Day.*** Working with partners in industry and other rehabilitation agencies, this event creates one-day career shadowing opportunities for individuals with disabilities.

◇ ***Some of the companies where members secured employment include:*** Huntington Learning Center, Ivy League School, Department of Social Services, St Catherine’s Hospital, WalMart, Nature’s Bounty, Petland, FECS, Target, North Fork Bank, CONCERN, Skills Unlimited, UPS, Marburn Curtain, WE Transportation, Petco, Waldbaums, Pathmark, Taco Bell, Big Brothers Big Sisters, and Affinity Skilled Rehabilitation & Living Center

◇ ***The staff have participated in the following business organizations to promote the hiring of individuals with psychiatric illness:*** HIA, McArthur Business Alliance, local clubs of Rotary International, Business Leadership Network, Suffolk Placement Network, NYS Dept. of Labor Business Services Committee



### **Supported Housing Services**

***Mindie Stankiewicz, Program Coordinator, Clubhouse-Ronkonkoma***

***Wendy Fleming, Program Director, Synergy Center***

All clubhouse-model programs recognize that no rehabilitation and support program can be truly effective without attending to the circumstances in which people seeking recovery live.

Since 1993, Clubhouse has operated an 18 slot Supported Housing Program, which offers independent living situations with individually designed support services. In 2002, we added five slots to address the serious need for supported housing on Suffolk’s East End. Through networking, cooperation and support of other residential agencies, we have been successful in housing many people with psychiatric disabilities who were previously homeless or living in substandard housing or abusive situations. Program participants are offered guidance to become active community members and successfully achieve this role through employment, education, and affiliation with local religious organizations. Ten of our housing residents are employed at this time; others are working on employment and education goals. Four of our residents have successfully moved into independent housing through the assistance of HUD’s Section 8 program.

Clubhouse of Suffolk lease apartments in Port Jefferson Station, Bayport, Sayville, and Riverhead. We also own three houses in Central Islip, Ronkonkoma and Riverhead providing dignified housing for 11 people. Two of these houses were previously “blights” on their neighborhoods; we renovated the houses and properties to the delight of local neighbors.

Beyond those who reside in our supported housing program, helping all clubhouse members obtain and maintain dignified housing that meets their personal and recovery needs is a critical tenet of Clubhouse-Ronkonkoma, Synergy Center, and our Supported Case Management programs. We work actively with housing agencies in Suffolk to connect our members into housing situations that meet their needs.



## **Smoking Cessation Project**

***Bernadette Cain, Project Director***

***Tara Fredericks, Project Coordinator***

Sadly, nearly 75% of individuals with serious mental illness are addicted to nicotine. This tobacco use impacts people in recovery on four levels:

- Biological: Resulting in increased morbidity and mortality;
- Financial: Individuals spending nearly 1/3 of their limited income on cigarettes
- Social: Smokers with mental illness face a dual stigma in today's society, and
- Psychological: Tobacco use is associated with poor rehabilitation outcomes and increased hospitalization.

In response to the loss of several members to illnesses complicated by tobacco use, Clubhouse of Suffolk sought and was awarded a two-year grant from the New York State Department of Health, Tobacco Control Program (NYSDOH, TCP) in October, 2003. The objective of our project was to develop and implement a tobacco dependence intervention model for individuals with mental illness. With immeasurable support from Clubhouse staff and members, the program became one of the few in the country -- and the only one in the New York Downstate region -- to successfully develop a model of intervention that addressed the biological, psychological and social needs of those we serve who want to quit smoking.

Within two years, the program engaged over 60 members of both clubhouses into the smoking cessation classes, and numerous others into individual and peer support programs to help them move towards becoming tobacco free. At the end of the project, we were able to report that 36% of members who attended smoking cessation classes made a serious quit attempt while the remainder made efforts to reduce their use. Nearly 50% of members who made a quit attempt were able to stay tobacco-free for at least 30 days and many have recently reached and passed their one-year mark of "smoke free" living. During the first 2 years, the program's success was replicated at two other mental health day treatment facilities, Pederson-Krag Center and FECS, where it also achieved great success.

Our program developed a video in August 2004 to give Clubhouse members an opportunity to share with mental health providers, policy makers and other consumers, the challenges they face with tobacco dependence and the success they shared through the Clubhouse program. And, we recently learned that our work will be highlighted in an article in the prestigious professional journal, *Psychiatric Services*.

In April 2006, Clubhouse was awarded a second grant from NYSDOH, Tobacco Control Program to continue our work for three more years. Our new Tobacco and Mental Health Training Project will provide tobacco dependence training and services to partner mental health agencies across Long Island. The goals of the project are two-fold:

- 1) To establish tobacco dependence treatment services in multiple levels of mental health services creating a continuum of care that spans inpatient, partial-hospitalization, day treatment and supported housing; and
- 2) To evaluate the process and outcomes of the interventions realized in the first project in order to develop a statewide model of tobacco dependence intervention for individuals with mental illness.

We look forward to the continued success of this initiative so that people whose lives are affected by psychiatric disabilities can endeavor to enjoy long and healthy lives.



## **Supportive Case Management Program**

***Kate Scope-Burggraf, Program Director***

***Michael Piccinone and Jerry Bilinski, Assistant Program Directors***

***Suzette Lisnoff-Guglielmo, Coordinator, Adult Home Project***

In July 2001, Clubhouse of Suffolk eagerly embraced the challenge of filling a system gap by initiating case management services to sixty individuals on the East End who confront frequently oppressive obstacles of serious mental illnesses. Synergy Center, Clubhouse's East End satellite, was the home base from which three dynamic case managers under the guidance of a determined program director. The dedicated team emblazed many trails from the William Floyd Parkway to the far reaches of Orient, Shelter Island and Montauk while meeting concrete needs, forging supportive relationships, and connections to life-transforming resources within Long Island's East End community, an historically difficult region to provide such services. A revolution had commenced.

Supportive Case Management followed Clubhouse of Suffolk's agency mission to develop comprehensive, state-of-the-art practices in case management, embracing the psychiatric rehabilitation principles and approach developed from the Boston Center of Psychiatric Rehabilitation. With this empowerment-oriented foundation, case managers assist their clients to not only meet substantial basis needs challenges but also rediscover a vision with respect to working, learning, social, financial, residential, family, and health roles.

Because of our success in consistently recruiting dedicated and creative staff, the Supportive Case Management Program has undergone tremendous growth:

- The program also strove to manage the arduous navigation of providing services in the darkness of 9/11. Several of the case managers joined forces with other caring Clubhouse of Suffolk workers and members of the community to provide Project Liberty services to those impacted by the devastation of our national tragedy. The team also experienced the deaths of fourteen of our new clients further emphasizing the critical need for dignified, coordinated and comprehensive support services for this often compromised population.
- The program facilitated the dignified relocation of over 60 residents of the landmark Henry Perkins Adult Home and other facilities in the course of devastating, mass closings of adult homes in Suffolk County;
- We were awarded a contract to provide intensive services to 90 residents of three adult homes in our Adult Home Initiative.
- We have continually collaborated with Synergy Center to help people we serve to connect with the opportunities and resources that Synergy offers

Our accomplishments are even more noteworthy considering the fact that the program has endured two program site relocations.

The people served by our Supportive Case Management program have achieved a broad range of accomplishments through partnership and support with case managers, other social service providers, and families and friends. Many have gained meaningful employment or have connected to desired vocational training programs, others have achieved educational goals, many have attained more satisfactory living conditions, and many have become able to cultivate new social relationships and wellness-directed lifestyles. Along the way, with relationships with their clients, case managers routinely prevent devastating relapse, homelessness, hospitalizations, family turmoil, and incarcerations.

Case Management has also had the distinction of being selected by the County Mental Health Services Director as the coordinating service anchor for the East End Service Area Council (SAC). SCM Program Director Kate Scope-Burggraf serves as the SAC Chairperson and is using this role to unify the East End services through networking, advocacy, and coordination activities.

The SCM program prevailed steadfastly and continued to expand exponentially to serve over 900 people on the East End during almost five years. Our Supportive Case Management team is now comprised of four “Blended” teams of Intensive and Supportive Case Managers in addition to the Adult Home Project team of three SCMs and three peer specialists.

As case management faces change within the mental health system as well as the East End communities, the program anticipates and looks forward to more growth and opportunities to better serve people who are affected by serious mental illness to lead healthy, productive and satisfying lives.