



# Cape Connections

Cape Counseling Behavioral Health Services ~ 128 Crest Haven Road, Cape May Court House, NJ 08210  
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## CEO's Corner!

### CCS Welcomes Dr. Hilton Rodriguez & Dr. Glenn Zielinski!

By Greg Speed, CEO

The CEO is pleased to report that Dr. Hilton Rodriguez began employment at CCS on 9.22.14. Dr. Rodriguez is a Board Certified Child Psychiatrist who came to us from the Cincinnati Children's Hospital Medical Center where he provided Psychiatric services both on an outpatient and inpatient basis, including the partial hospitalization program and the neuro-behavioral unit. Dr. Rodriguez also has a wealth of experience in residential treatment settings and as an Assistant Professor of Clinical Psychiatry and Clinical Pediatrics. Dr. Rodriguez completed his child and adolescent psychiatry residency at Wright State University Department of Psychiatry in December 2002. Dr. Rodriguez will work collaboratively with Rainbow Pediatrics via the Affiliation Agreement recently entered into by the CEO and Dr. Tom Dierkes. He will also provide psychiatric services to Rainbow of Hope. He resides in Avalon and has become an integral part of Cape's Psychiatric Services. We are privileged to have him on our staff.

The CEO is likewise pleased to welcome Dr. Glenn Zielinski back to Cape Counseling Services on 1/5/15. Dr. Zielinski had previously worked at Cape Counseling Services from June 2008 to July 2013. Dr. Zielinski came to us from the Inspira Hospital system which is affiliated with Rowan University. Dr. Zielinski completed his residency in 1996 with the University of Medicine & Dentistry/School Osteopathic Medicine. Dr. Zielinski became Board Certified in 2010. He also worked as an Assistant Professor at the Medical School which is now part of Rowan University. Dr. Zielinski will become the Involuntary Outpatient Commitment Psychiatrist for 16 hours per week and will provide Psychiatry Evaluation and Medication Monitoring 24 hours per week within the Outpatient Department. Welcome "Home."



Dr. Hilton Rodriguez



Dr. Glenn Zielinski

### Cape Counseling's Commitment to the Community

By Greg Speed, CEO

Cape Counseling's Mission is to promote and provide superior behavioral healthcare in the community with the goal of assisting our consumers to reach their fullest potential. We strive to achieve this goal not only through our clinical and social service related programs, but also through our commitment to the community through such venues as the Long Term Recovery Group. The Long Term Recovery Group is a cross section of members representing Cape May County's business and human service leadership, faith based groups, social service organizations, non-profit organizations, labor and governmental leadership. Our mission has been to provide a coordinated recovery effort to disasters impacting Cape May County. As the CEO, I have had the privilege to chair the LTRG during the past year, following the leadership of Barry Keefe, Cape Counseling's former CEO who left the agency in 2000.

As an LTRG, we have been meeting for over 2 years. We have strived to address the unmet needs of those without the resources to rebuild their homes and their lives, most especially the frail elderly, children, the handicapped and the economically impacted following Super Storm Sandy. To date, we have served approximately 157 families regardless of race, creed, color, gender, disability or religious preference. The Steering Committee (Leadership Committee) of the LTRG meets every Wednesday for 3 to 4 hours. Households needing additional assistance to make their primary homes safe and habitable are discussed at length to make sure that proper vetting and due diligence is exercised as we make certain that the LTRG funding is 'the last dollar in,' for residents who have found that their FEMA, homeowners insurance and personal resources are not enough to fully restore their homes.

### **Thanking and Honoring Linda Williams By Greg Speed, CEO**

The CEO would like to express his sincere appreciation to Linda Williams, who has served the Cape Counseling Services' Board of Directors for the past 12 years. In keeping with the By-Laws, Linda will need to leave the Board for 1 year, at which point, she will then become eligible to serve once again. As CEO, I truly hope that after the year, Linda comes back to the CCS family. Linda has served during a time of significant growth. Her Board leadership and commitment in the past 12 years, has supported Cape Counseling's growth. CCS has more than doubled its budget, has developed an apartment complex in Wildwood, known as Lily Mae, has added a supportive housing component in its line-up of programs and services, has developed 17 Shellbay Avenue, a supportive housing residence for 3 consumers, has purchased and remodeled 1129 Route 9 South (Administrative and Business and 1046B Route 47 (Family Success Center) and has developed and implemented a pharmacy at the Crest Have site. Linda is employed as the Vice President of Business Development with Crest Savings Bank in Wildwood.



Pictured above from Left to Right: Jay Ford, CEO/President of Crest Savings Bank, Greg Speed, CEO, Linda Williams, Karen Graham, Senior VP and Chief Operations Officers at Crest Savings Bank and Steve Marchiano, Executive VP

### **Committed to Compliance**

**By Steve Marchiano, Executive VP of Finance, Administrative Services & Chief Compliance Officer**

Cape Counseling Services Inc. is committed to achieving and maintaining the highest level of compliance in the organization and in taking precautions to reduce or eliminate fraud, waste and abuse. During the past year and a half, the organization has taken many steps to increase compliance and to establish policies and procedures to ensure compliance and to provide avenues to identify fraud.

Some of those steps include the following:

- Appointing a Chief Compliance Officer – one of the first steps was to appoint me as the Chief Compliance Officer for CCS. I am responsible for assuring the implementation of the Compliance Plan of CCS.
- Establishing a corporate compliance plan – The Chief Compliance Officer wrote a compliance plan based on the seven elements of an effective plan from the Office of the

### **Brain Gains: Healing our Brains from Trauma**

**By Sam Totor, Director of Children & Family Services**

The science of brain development is teaching us a lot about how to recover from adverse childhood experiences. We know that our bodies grow in a specific developmental order; our brains, likewise, develops in a specific sequence: The lower brain (brain stem, midbrain) develops before the upper brain (the cerebral cortex). Why is this important to know? Each part of the brain has specific functions; these functions become available only after that part of the brain has developed. Our emotional brain develops before our rational brain does. Babies cry before they talk, and they express emotion before they can tell you what they are feeling. Children who cannot manage their emotions may in fact have a developmental delay in their brain development. Adverse childhood experiences can sometimes derail the brain's development and the brain can get stuck at the age at which the trauma occurred.

Recognizing where the brain is stuck helps us to decide what activities a person can do to train their brain in the skill they missed. That is the premise of a model of treatment planning called the Neurosequential Model of Therapeutics (NMT).

Inspector General. The plan was formally approved by the Board of Directors in 2013.

- Starting a Compliance Committee – as part of the plan, a Compliance Committee was established made up of clinical and administrative staff members with various functions in the organization.
- Purchase and implementation of an electronic health record – in 2012 CCS started to implement the use of its new electronic health record Anasazi/Cerner. The electronic health record is now used by all staff, clinical and administrative. The software has robust controls that allow us to better monitor compliance and to prevent improper claims from being submitted for reimbursement.
- Monitoring and auditing – the electric health record along with efforts from the clinical and administrative leaders have increased our monitoring efforts and allow for easier auditing of our data.
- Staff training – All CCS staff receive annual training on compliance and understand that everyone in the organization is responsible for assure compliance.
- Fraud Tip Line – through a review of current research and literature, CCS learned that one of the most effective ways that employers find out about fraud or abuse is through tips given by another staff person or vendor. As such CCS established a fraud tip line that can be used by staff, clients or vendors to report any concerns or suspicion of fraud. The confidential number to report a concern is 609-778-6250.

The above is just an example of some of the efforts taken at CCS. The Compliance Committee continues to work on implementing all aspects of the Compliance Plan to assure that CCS is operating in the most compliant manner as we provide the highest level of care to our clients.



One Good Thing.....

When was the last time you took a moment to think about “one good thing” that you noticed that day? Or “one good thing” that someone said to you? Or “one good thing” that happened to you? How much time do you spend each day thinking about the things that brought you pleasure or delight? Most of us are really good at telling ourselves all of the negative things that happened that day, but how many of us are skilled in seeing the positive?

It's easy to think about and persevere on the negative events that happen, the negative comments that we hear or the negatives that others bring up to us. Often our thoughts tend to go to a negative place – did we make the right decision? Did we say the right thing? Should we have done something differently? Sometimes our thoughts take us to a place of displeasure instead of delight.

Twenty-five clinicians at Cape Counseling Services are currently participating in a case-based series of trainings to learn about how NMT principles can help them plan appropriate interventions to help their clients make "brain-gains"! Once a month they gather for two hours to listen to case discussions held through a web-based class presented by renowned psychiatrist Dr. Bruce Perry. Dr. Perry may be best known for his work assisting the children of Waco, Texas following the traumatic confrontation between the Branch Davidians and Federal and state law officials in 1993. He is the author of "The Boy Who Was Raised as a Dog", the book that details his early discoveries about trauma and its effects on the developing brain.

NMT is not a new way of doing therapy; it is a way of understanding how to organize and sequence activities that the client can do to train their brains so that their brains can learn the skills taught in therapy. Brains learn by doing repetitive, rhythmic, and patterned activities. Think about how you learned to ride a bike, or learned how to walk. You did the same actions over and over until you could do it without thinking about it. You were training your brain to coordinate your body. And, just like making your muscles stronger by lifting heavy weights over and over again, you developed a strong neural circuit that is now there in your brain ready to be used when it is needed. This gain in brain power makes it easier to learn the next task - you have built a foundation on which future learning can be added. The tasks prescribed by NMT orders the learning that needs to take place before the next task can be learned. In other words, the emotional brain needs to be calmed and soothed before the rational brain can learn how to self-soothe. The brain needs to experience soothing before it can learn how to do it for itself.

And now, Cape Counseling clinicians are learning about what activities trains the brain so that they in turn will be able to teach clients what they can do to make up for any development delays that may interfere with their growth and recovery.

## Adult Residential Implement Smoking Cessation Program

By Josephine Quinn, Program Manager

### Tobacco Dependence fast facts:

- 50-90% of individuals with mental illness or addiction are tobacco dependent
- Smokers with schizophrenia spend almost 1/3 of their monthly income on cigarettes
- Cigarette smoking may be an attempt to self-medicate symptoms of depression, anxiety, and boredom
- Tobacco dependence is a chronic, relapsing condition that usually requires numerous attempts to achieve abstinence



At Rainbow of Hope, we started a “one good thing” jar in the beginning of November. Initially the youth were asked to think about or identify “one good thing.” They were told that it could be anything – something someone said to them, something they enjoyed eating, or even just something that made them smile. They were asked to be as specific as possible. For example, instead of just identifying “family” we asked them to think of something specific that they did with their family that they enjoyed, like the moment on a phone call with their mom when she said she was proud of them, or the moment when they played Uno together. The youth were given colorful slips of paper to write their “one good thing” on and then given the chance to share it with their peers. They could choose to not share it out loud and just add it to the jar. Thinking of the positives in life is a Dialectical Behavior Therapy skill that we teach to the youth in our program. One of the skill modules is Emotional Regulation – skills that are intended to be used on a daily basis to help an individual understand and manage their feelings. We acknowledged that when they chose to think of something “good” that they were choosing to engage in skillful behavior. Youth were given the chance to add to the jar during their allied therapy groups.



Staff members who had not attended the initial group became curious about the jar. When they entered the office, they immediately noticed this jar with colorful strips of paper. Some staff looked at what was written; this only increased their curiosity. We then shared with all of our staff the purpose of the jar and allowed them the same opportunity to add to it. After all, as human service professionals, we have to practice what we teach. The youth became excited to see that staff wrote things to add to the jar as well. The jar is now filled with not just one good thing, but many good things.

On any given day, there might be something that happens that is upsetting to us or that bothers us. We might receive bad news or have a bad day. We can allow ourselves to take a moment to feel sad about it and then can allow ourselves to take a moment to look at what is in the jar. This can help to improve our mood and to remind us that there are still wonderful things in the world. There is always a way to notice one good thing. If the jar was in your office, what would you add?

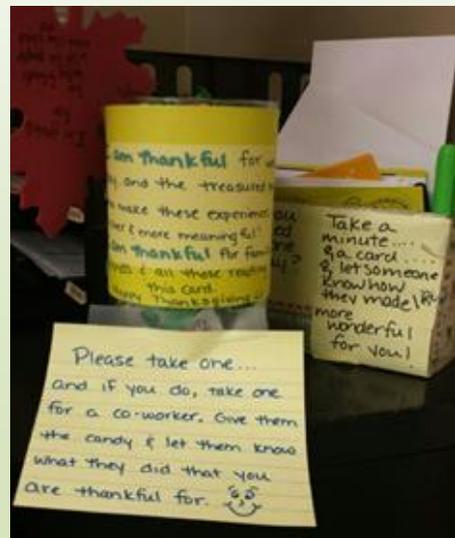
In November Residential Nurse (Rose Yates, RN) attended a 2 day training “Treating Dependence in Mental Health Settings” presented by Rutgers, Addiction Psychiatry Division. The training provided the adult residential department with the tools and resources necessary to implement a smoking cessation program. All full time residential staff were trained on the Stages of Change and Motivational Interviewing techniques including engagement skills: use of open ended questions, reflective listening skills and affirmations. Motivation Interviewing is a large component of the program, motivational interviewing elicits change talk- which increases commitment (to change). The smoking cessation program will include bi-monthly group sessions to provide support, education and encouragement to the clients in their journey to quit smoking. The initial group session will be health oriented with general information on tobacco and mental illness. The initial sessions are non-confrontational and meant to lower treatment resistance by keeping the focus off the individuals quitting. Later sessions will be more personalized to increase self-reflection and encourage change.

The residential department will be hosting a kick off session for the smoking cessation program on March 4<sup>th</sup>, 2015. At the kick off staff will introduce the program and provide education to the clients and encourage all smokers to participate regardless of “where they are at” in their decision to quit.

### “We cannot hold a torch to light another's path without brightening our own.”

By Ben Sweetland, Rainbow of Hope

At Rainbow of Hope, we strive to practice daily gratitude. There are many studies that indicate powerful benefits to daily gratitude practices. There are many ways in which you can choose to purposefully and intentionally acknowledge other people whose actions make your life more wonderful. A simple way to express your gratitude is by taking a moment to tell someone what they have done that you appreciate. Another way is to write them an old fashioned thank you note. People love to know that what they do is meaningful for others. Taking a few moments to share with them is guaranteed to help both them and you!



# Cape Counseling Services 15<sup>th</sup> Annual Holiday Gathering 2014

By Cathy Leahy

Cape Counseling Services held its 15<sup>th</sup> Annual Holiday Gathering on December 16<sup>th</sup>, 2014 at the Wildwood Golf & Country Club. It was a wonderful day of celebration and togetherness. We had a wonderful breakfast buffet with omelet station followed by an Awards Ceremony. The CEO, Greg Speed honored some of our staff with **Years of Service Awards** for 5, 10, 15, 20 and 25 years. Our Years of Service staff were presented with a Certificate or Plaque, a Years of Service pin and a CCS engraved gift. The CEO also acknowledged our **2014 Employees of the Month**, who received applause and a commemorative pin. Next the CEO awarded our 2014 **Manager of the Year** who was Lisa Polite, our Rainbow of Hope, Program Manager.

Because it was our Annual Holiday gathering, we were also able to have some fun with great giveaways for our staff. Everyone who R.S.V.P.'D to the event had their name put into a hat and Staff Appreciation Committee walked around other staff members and had them pick the winning names. Some of the prizes that were awarded included a "Day-Off Drawing." Ten lucky staff received an additional day off at their choosing. We also gave away 20 Christmas Turkeys and some wonderful centerpieces that our Rainbow of Hope children made. The children spent a lot of time and effort on these centerpieces and they were beautifully put together and gratefully appreciated by those who won them. The last fun giveaway was a 50/50 drawing. The final amount was shared between the winning staff person and Cape Counseling Services' Family Success Center to stock their food bank and hopefully help a lot of needy families in our Cape May County Community have a much happier holiday.

**Thank you to our Staff Appreciation Committee**, Sandra Donley, Cathy Leahy, Michelle McPherson, Doreen Richmond, Jackie Finnegan, Louise Olden, Kelly Magliocco & Teri Gilroy, who organize all of our events at Counseling Services and of course, to Cape Counseling Services for sponsoring the holiday gathering. Events such as this certainly boost agency morale and open the door for staff to have some fun together.



Greg Speed, CEO and Lisa Polite, ROH Program Manager  
MANAGER OF THE YEAR!



Greg Speed, CEO with some of our EMPLOYEE OF THE MONTH staff!!!  
Candice Watkins, Kristin Keppler, Amanda Somers, Erica Lee & Patrick Millien



Greg Speed, CEO with some of YEARS OF SERVICE Award staff!  
Allison Raisch, Kristen Keppler, Amanda Somers, Lisa Polite, Lori Anderson, Lauren Ruef, Rachel Ward & Melissa DeCesare-Bailey



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