



Human Services Committee
367 Main Street, Hyannis, MA
February 21, 2023
5:30pm

MEETING MINUTES

I. BUSINESS

A. Roll Call: Administrator Cynthia Lovell took roll call: All members participating remotely due to the extension from the Governor's office protocol due to Covid restrictions.

Join Zoom Meeting <https://townofbarnstable-us.zoom.us/j/82912134312> Meeting ID: 829 1213 4312
877 853 5257 US Toll-free / 888 475 4499 US Toll-free / Meeting ID: 829 1213 4312

I. TOPICS FOR DISCUSSION:

- Roll Call
- Update on Committee Membership (standing item)
- Discussion of priorities and plan of action
- Diane Santoro, LICSW, Vice President, Behavioral Health Integration at Bay Cove Human Services
- Public Comment
- Other items not reasonably anticipated by the Chair

Members present: Cheryl Powell (Chair); Scott Fitzgerald ; Liz Rabideau; Kimberly Crocker-Crowther; **Absent:** Carlos Barbosa; Rep Steven Xiarhos; Meaghan Mort

Chair of the Committee opened the meeting at 5:35pm. Chair announced the meeting is being taped and attended via a Zoom link for all to use, asked for any Public Comment, seeing none on the Zoom screen or dialed in by phone.

Chair of Committee stated they are actively looking for members, would like to have alternates assigned, in the event a regular member is absent, the alternate is there for any voting that needs to take place. Chair reminded all current members to make sure their conflict of interest training is up to date. Chair of the Committee would like to involve the Youth Commission on the Human Services Committee; she believes they would have valuable information.

Chair of Committee introduced Diane Santoro, LICSW, Vice President, Behavioral Health Integration at Bay Cove Human Services



Bay Cove Behavioral Health & Wellness Center

A Community Behavioral Health Center

Bay Cove Human Services

MISSION: Bay Cove Human Services **partners** with people to overcome challenges and realize personal potential.

GUIDING PRINCIPLES

- We believe that everyone has value.
- Our services are outcome-focused, individualized and designed to **build on the strengths** of the whole person.
- We recognize that we can best honor the dignity of all individuals by helping them to make their **own choices** as they seek independence, **wellness and a better quality of life**.
- We work in close partnership with the individuals and families we serve. Our **commitment to working in partnership** extends to our neighbors, affiliated organizations, our funding sources, and the larger community.



Bay Cove Human Services

- Operating since 1974
- Encompasses more than 170 program locations throughout Greater Boston/Southeastern Massachusetts, employing a staff of over 2,000 human service professionals.
- Bay Cove has operated the Emergency Services Program for the Cape and Islands for the past 5 years conducting an average of 3,000 evaluations for BH services each year.
- Bay Cove participates in multiple Cape based community forums and workgroups, we work in every school in the region to help the youth of Cape Cod, we have served both hospitals located on the Cape and we work closely with law enforcement serving the area.



Bay Cove Behavioral Health & Wellness Center

Introducing the Bay Cove Behavioral Health & Wellness Center, a Community Behavioral Health Center. The Behavioral Health and Wellness Center is a continuation of Bay Cove's commitment to the "No wrong door" approach with expanded services in behavioral health for adults, youth, and families on the Cape.

Services Offered:

- Outpatient therapy for individuals and families
- Access to expedited psychopharm services for youth and adults
- Crisis Intervention for youth and adults
- Substance use services, including access to MOUD treatment (18+)
- Community Crisis Stabilization (CCS) for adults and youth (youth is off Cape)
- Enhanced care coordination with peer supports, recovery coaches, family partners, and case managers





Quality Care and Community Stakeholder Involvement

Bay Cove is committed to providing quality care and support for community members:

- Robust continuous improvement process - Community Needs Assessment
- Follow-up post-care with individual to understand their experience
- Outcome measures collected and assessed throughout the care process
- An advisory committee consisting of community members, including those with lived experience with behavioral health and addiction support
- If you are interested in joining our community advisory committee, please respond to Hannah Blystone @ hblystone@baycove.org

Where to Find the Behavioral Health & Wellness Center

- **Temporary location:** 116 Camp Street, Hyannis MA - services starting January of 2023
- **Permanent location:** 110 Main Street, Hyannis MA - starting in summer of 2023
- Continue to reach us via phone at **833-Bay-Cove**
- Please call ahead or walk in to visit us, clinic hours of operation are:
 - Monday-Friday 8am-8pm
 - Saturday & Sunday 9am-5pm
- Mobile Crisis Intervention Services available 24/7 - call **833-BayCove**



Contact Information

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II. ADJOURN: 6:00pm

NEXT MEETING: TBD