



CoveCare Center

FORMERLY
Putnam Family &
Community Services

2016 ANNUAL REPORT



LETTER FROM OUR CEO & BOARD CHAIRPERSON

From that first day of July in 1997, when Putnam Family and Community Services transitioned from being a county-run agency to a private nonprofit organization, we have fostered hope, wellness, and recovery for people in the Lower Hudson Valley. Twenty years later we are transforming again: we have changed our name to CoveCare Center, reconfirmed our mission, and put forth a new vision statement.

These changes mirror our growth and new strategic vision (see Page 3). They also reflect a recommitment to the values that have always driven our work—a passionate belief that recovery is possible, a dedication to caring for the whole person, and a commitment to helping everyone we serve to realize their full potential.

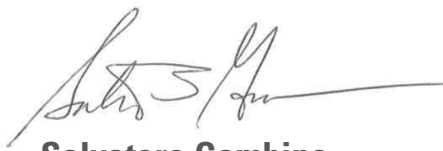
People have always told us that we provide a protected, safe space, and that we empower change. Our new name, tag line, and logo now reflect that shared experience.

We look forward to the next 20 years of empowering positive change for people in the Lower Hudson Valley. If you need us, you'll find us at "the Cove."

Sincerely,



Diane E. Russo, MS, CASAC
Chief Executive Officer



Salvatore Gambino
Chairperson, Board of Directors

What's In a Name?

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). We even got PCS's mail. Many people assumed we were still a government agency, or believed that we serve only residents of Putnam County. (We serve the entire Lower Hudson Valley and Western Connecticut.)

It was time to clarify the confusion.

We wanted a new name that reflected the essence of our values and mission. The name "CoveCare Center" and our new logo depict the safe harbor we offer to our clients. We believe 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."

How has CoveCare Center empowered change for you or someone you love? We'd love to hear your story. Please contact us at info@CoveCareCenter.org.

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CoveCare Center programs
are licensed and monitored by:



CoveCare Center Services



Community-Based Services

This suite of services provides a range of assistance for adults, children, and families: Adults with medical, mental health, and/or substance use issues receive help navigating multiple service systems and accessing resources. Seniors benefit from home-based counseling and referrals. 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. Families become strengthened through parenting skills trainings, family support groups, supervised visitation, and counseling.

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.

PROSper Personalized Recovery-Oriented Services for people engaged in rehabilitation

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.

Mental Health Counseling and Treatment

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

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.

Looking Back Over 20 Years

1997

July 1, 1997 Putnam Family and Community Services opens its doors as a private, nonprofit agency.

2002

Merging drug counseling with alcohol treatment and prevention into one integrated program substantially improves services.

2003

PFCS partners with Putnam County Department of Social Services and implements the Family Empowerment Program.

2008

PFCS acquires Putnam Family Support and Advocacy to increase family support, advocacy, and education. Curriculum-based parenting workshops established.

2009

Continuing Day Treatment Program converts to PROS (Personalized Recovery Oriented Services), empowering people who have serious mental health conditions.

2010

PFCS receives the Marty Smith Memorial Award, presented each year to the state's most progressive mental health service provider by the New York Association of Psychiatric Rehabilitation Services.

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 Debbie Levin, Director of Development, at (845) 225-2700 x136 or dlevin@CoveCareCenter.org.

Circle of Recovery - \$25,000+

The Dyson Foundation
NYS Office of Mental Health

Circle of Healing - \$10,000+

Stacey Gibson
Suzanne Willis & Edward Drake
Westchester Community Foundation

Circle of Growth - \$5,000+

Bristol-Myers Squibb Foundation

Circle of Opportunity - \$1,000+

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The Benevity Community Impact Fund
The Carmel Rotary
St. Christopher's Inn, Inc.
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Search for Change, Inc.
South Putnam Animal Hospital
Kathleen M. Valletta, Esq.
Henry H. Wells Middle School

Circle of Caring - \$500+

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Jeremiah R. Downey Oil Corp
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Victor & Joanne Ponzio
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Putnam Ridge Skilled Nursing Center
Rose & Kiernan, Inc.
Diane E. Russo
Pamela Savarese
David Sheehy
State Wide Inspection Services, Inc
Teri Waiveda
Christy White
Volz Auto

2012

New York State Office of Mental Health awards PFCS with a 5-year grant to provide screening to thousands of children to assess their emotional health and reduce stigma through education and early intervention.

2013

Care management, primarily serving individuals with mental health issues, is expanded to include people with substance use and serious medical conditions.

2015

In partnership with the Putnam County Department of Social Services, PFCS adds supervised visits for children and their families.

2016

Growth continues with the introduction of Senior Partnership Services which provide in-home assessments, counseling, and supportive services to adults aged 55 and older with mental health and substance use issues.

2016

PFCS joins Coordinated Behavioral Health Services (CBHS) IPA, Inc., spanning 10 counties in the Hudson Valley Region.

2017

Putnam Family and Community Services commemorates its 20-year anniversary by changing its name to CoveCare Center.

“I remember the moment I realized...we were not alone. The staff and caregivers embraced the children for who they were, understood that a “one size fits all” mentality would not work with our children.”



A Vision for Expanding Our Safe Harbor

As changes in behavioral health and substance use care accelerate—from new funding and business models to innovations in the delivery of services—CoveCare Center is committed to staying ahead of the curve. We have adopted a strategic vision that will extend the safe harbor that we offer to more people in the Lower Hudson Valley and surrounding areas, while strengthening our financial stability.

Greater Integration of Services.

New state guidelines demand a greater integration of behavioral health and primary care services. CoveCare Center hopes to one day provide mental health and medical services in one place, which aligns with our aim to provide services for the whole person. Our current space limits what we can offer, so we are identifying resources that may one day enable us to achieve this expansion.

In keeping with the vision of New York State, we have begun integrating our services into other settings. We recently established a partnership with CareMount Medical Group in which our therapists will provide mental health services at several of their locations. Our new Senior Partnership Services program provides counseling to seniors in their homes, reducing the formidable barrier of transportation in our mostly rural county. After a school board budget vote passed, we were able to place a counselor at Putnam Valley High School, who provides students with a safe, confidential place to discuss all matters, including substance use and emotional concerns.

These kinds of partnerships allow us to reach more people who need our services in cost-effective ways, and extend

our commitment to treating the whole person. We seek to create more such partnerships in the future.

Strengthening Peer Services.

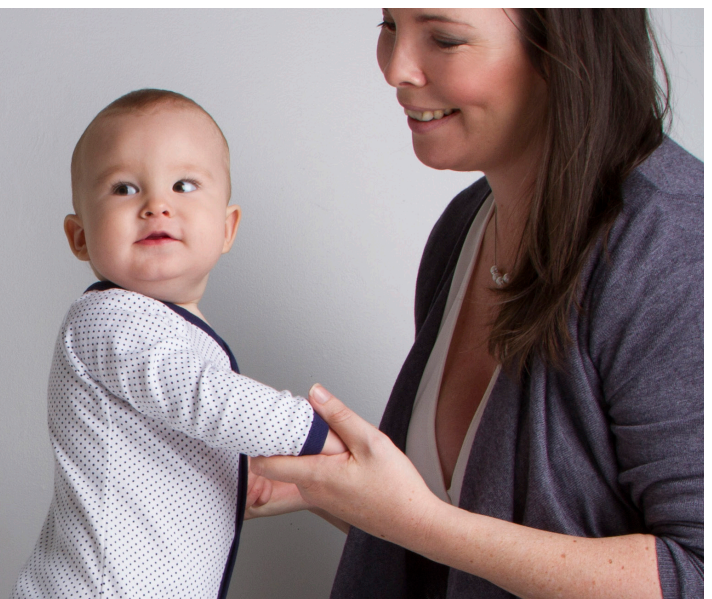
Many of our programs include the addition of trained peer specialists—people who provide the kind of support that only someone who has lived through behavioral health challenges can offer. We are developing a new Peer Services division, which will help us strengthen coordination and training for peers, and optimize the support experience for our clients.

Lower Hudson Valley Training Center.

We are planning to develop facilities at our site that will provide training and education for professionals and community groups throughout the area. This will further advance our mission by enhancing the skills of our staff, allied professionals, and organizations engaged in related work.

These new directions will enable CoveCare Center to meet the strong, demonstrated need for our services in the region while growing intelligently and in a financially sustainable way.

“CoveCare Center has a very collaborative approach, where the doctors, therapists, and staff work together with families. I like the openness...the sense that I am not just being talked at, but included in my child’s and my family’s care.”

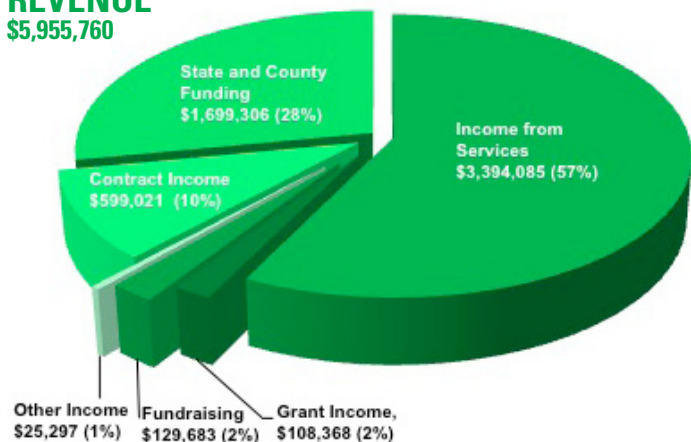


Partnering with Individuals & Families

PROGRAMS	Individuals Served	Client Contacts
Substance Use Prevention & Treatment Services		
Substance Use Disorder Treatment	241	5,059
Community and School Based Prevention	2,980	23,181
Rehabilitation Services/PROsPer	178	14,550
Mental Health Clinic Services	1,510	18,068
Community Based Services		
Adult	853	6,738
Family & Children	1,277	4,717
TOTALS	7,039	72,313

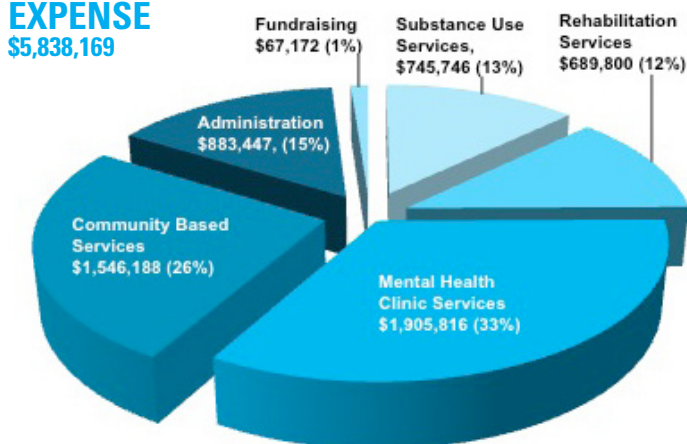
REVENUE

\$5,955,760



EXPENSE

\$5,838,169



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)
 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
 Garrison Union Free, Haldane, Mahopac & Putnam Valley School Districts
 Green Chimneys Community Based Services
 Hudson Valley Care Coalition
 Hudson Valley-Catskill Coalition of Alcoholism & Substance Abuse Providers
 Mahopac Central School District Health Advisory Committee
 Mahopac-Carmel Chamber of Commerce

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
 NCADD Putnam
 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 Mental Health
 People Against Domestic Violence
 PEOPLe, Inc.
 Philipstown, Carmel, Mahopac & Putnam Valley Communities That Care
 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 Awareness Task Force
 Putnam County Veterans Task Force
 Putnam Hospital Center Discharge Planning
 Putnam Hospital Center Mental Health Advisory Board
 Putnam Independent Living Services
 Advocacy Roundtable
 Putnam/Northern Westchester BOCES
 Search for Change
 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

“The therapists taught me positive coping skills and healthy ways to combat stress. They basically taught me to love myself again.”



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EMPOWERS CHANGE**