

Falmouth Human Services

COUNSELING • OUTREACH
COMMUNITY DEVELOPMENT
REFERRAL • CONSULTATION



Our Mission:

The Human Services Department seeks to support, strengthen and empower Falmouth residents and the community by ensuring access to a comprehensive range of community-based health and human services.

New Initiatives in FY17:

- **Coffee House Connections** – A staff clinician partnered with other human service agencies to host a coffee house twice monthly; in an effort to reach out to vulnerable residents and share information on shelters, housing options, mental health resources and financial assistance programs.
- **Essential Services Network** – As a result of the “Coffee House Connections” a network of local providers was established to more effectively reach vulnerable residents of Falmouth in need of the most basic services.
- **Volunteer Senior Companion Initiative** – In partnership with the Senior Center, Human Services staff is in the development phase of a new program to address the needs of isolated seniors.
- **Active Parenting of Pre-Teens and Teens** – in collaboration with the Falmouth Public Schools and The Family Resource Center, a staff clinician assisted in bringing to the community a 6-week parenting workshop for 12 parents of preteens and teens.
- **Help for First Time Parents** – In partnership with the Coalition for Children, a staff clinician coordinated a 6-week parenting class featuring local child development professionals.

Clinical Services for Individuals and Families:

Mental health and substance abuse counseling services are provided free of charge to Falmouth residents who are uninsured, underinsured or unable to access private mental health services. Our licensed master level clinicians provided clinical services to 207 residents (1,622 sessions). 78.6% of clients rated the services they received as excellent and 21.4% rated the services as very good.



Specialized Clinical Services:

Additional specialized clinical services were offered in collaboration with other town departments and community agencies to aide in early intervention and easy access to quality behavioral health services.

- **Mental Health Outreach Initiative with Falmouth Police Department**
- **Buried in Treasures Support Group**
- **Falmouth Public Schools Outreach**
- **Graduate internship and clinical supervision**

Consultation and Outreach Services:

The clinical staff provides phone and/or on-site consultation, assessment and outreach services to other town departments, schools, human service agencies and community organizations upon request. During FY17, the staff provided 191 consultations averaging 15.1 hours per month. 46% of consultations were regarding resident related problems and 54% were regarding community related concerns. 19% of the total consultations were with the school department. The department saw a 16.3% increase in consultation hours with community partners.

Information, Referral and Advocacy Services:

The Human Services department maintains a searchable database of over 2,000 community resources and provides triage, information and referral services upon request.



Community Development Services:

Staff members participated in a variety of community projects to develop and/or advocate for resources and services for Falmouth residents. Ongoing FY 2017 Projects include:

- **Barnstable County Human Services Advisory Council**
- **Barnstable County Regional Substance Abuse Council**
- **Cape Cod Healthcare Community Benefits Committee.**
- **Community Action Committee of Cape Cod and the Islands**
- **Falmouth Human Services Committee**
- **Falmouth Service Center Board of Directors**
- **Falmouth Substance Abuse Commission**
- **Massachusetts Municipal Association Human Services**
- **Falmouth Hoarding Task Force**
- **Local Emergency Planning Committee**
- **Suicide Prevention Coalition of Cape and Islands**
- **The Coalition For Children**

Volunteers and Community Support:

The Human Services Department appreciates the ongoing support of the Board of Selectmen and Town Manager's office as well as the many collaborations with other town departments.

Additionally, the support of the tax payers, community organizations and businesses, and many volunteers in our community ensures that the department can continue to enhance services to our residents in need.

A special thank you to:

- Beth Soule, master's level intern from Boston University
- The appointees to the Human Services Committee who provide ongoing support, vision and advocacy regarding the changing human service needs in our community: Anne Connolly; Florence Davidson; Jessica Lambert; Elizabeth Page (Co-Chair); Elaine Sinni; Barbara Sullivan (Co-Chair); Tanya White; Alexander Ziss.



Lastly, Upon her retirement at the end of June, former director, Karen Cardeira received a Massachusetts State Commendation from Representative David Viera for her 17 years of service and her significant contributions to the Town of Falmouth. The department staff wishes to extend our deepest gratitude for her strong leadership and steadfast commitment to addressing the human service needs of our community. We wish her all the best in a well-deserved retirement!

For the extended annual report and for more information about our services or community programs please visit our web site www.falmouthhumanservices.org or call (508) 548-0533 or visit our office at 65A Town Hall Square.

Submitted by: Suzie Hauptmann, Director