

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.

FY19 Highlights:

- **Expanded clinical services to our senior residents**
- **Advanced Training** for two department social workers to advance the delivery of clinical best practices
- **Psychological First Aid Team**, in partnership with Falmouth Public Schools, to have a coordinated response to tragic events that impact the emotional wellbeing of the school community and community at large.
- **Provided technical assistance and consultation to CapeAbilities** in the development of a new support group for young adults with developmental disabilities
- **Developed and implemented a counseling group for the East Falmouth Elementary Connect program in collaboration with the school counseling staff.**
- **Provided a counseling group** for 7th grade boys with plans to expand in FY20

Clinical Services for Individuals and Families:

Mental health 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

138 residents (965 sessions). The Department welcomed a new clinical social worker, Diane Delauter, in October. In partnership with the Senior Center, Diane offers both individual and group counseling to our senior residents at the Senior Center and works closely with the Senior Center's Outreach Worker. This collaboration with the Senior Center allows the department to more effectively reach the vulnerable aging residents of Falmouth.

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 health and human services.

- **Mental Health Outreach/Follow-ups with Falmouth Police Department** – 26 residents outreached following a mental health related police call
- **Falmouth Hoarding Response Team** – Interdepartmental team that utilizes best practices in local cases of hoarding
- **Buried in Treasures Support Group** – 8 residents received 15 weeks of group support
- **Falmouth Public Schools Outreach and Consultation** – totaling 96 hours
- **Essential Services Network** – a network of local providers and Police meets monthly to more effectively reach vulnerable residents of Falmouth in need of the most basic services. 30 unduplicated cases reviewed by the team.
- **Graduate internship and clinical supervision**

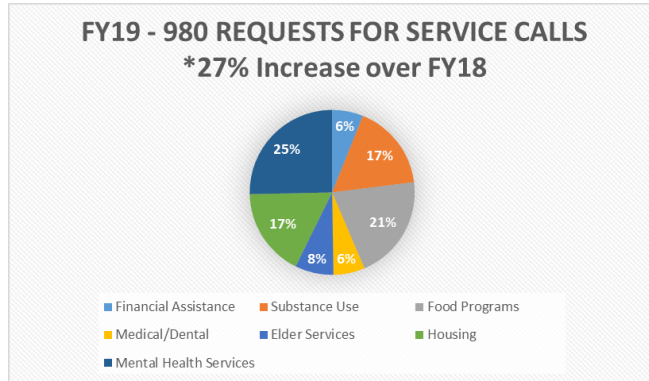
Consultation and Outreach Services:

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 FY19, the staff provided 302 consultations averaging 23 hours per month. 32% of consultations were regarding resident related concerns and 68% community-based consultations and development of initiatives. 31%

of the total consultations were with the school department. The department saw a 19% increase in consultation hours over FY18.

Information, Referral and Advocacy Services:

The Human Services department maintains a searchable database of over 2,000 community resources and provides 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 2019 projects, affiliations and committee work included:

- Barnstable County Human Services Advisory Council
- Barnstable County Regional Substance Use Council
- Barnstable County Correctional Facility Community Reentry Committee
- Cape Cod Hoarding Task Force
- Community Action Committee of Cape Cod and the Islands – Immigration Resource Center
- Cape & Islands Regional Network on Homelessness
- Falmouth Human Services Committee
- Falmouth Commission on Substance Use
- Falmouth Hoarding Response Team
- Local Emergency Planning Committee
- The Coalition For Children
- Falmouth Volunteers in Public Schools

Town of Falmouth Human Services Funding Fiscal Management:

- **Homeless Prevention** – Housing Assistance Corporation \$20,000
- **Mental Health** – Falmouth Public Schools/McLean Hospital, Inc \$20,000
- **Substance Use** – WellStrong \$20,000
- **Outmigration** – Cape Cod Young Professionals \$14,000
- **Outmigration** – Falmouth Service Center \$6,000
- **Other Support Services** – Cape Abilities \$3,700; Sight Loss Services \$1,500; South Coastal Counties Legal Services \$4,800

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 meet the human service needs of our residents.

A special thank you to:

- Robin Henkel, 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: Florence Davidson; Kerin Delaney (Co-chair); Larry Langer; Ann-Beth Ostroff (Co-chair); Elaine Sinni; Sharon Sodekson; Barbara Sullivan; Tanya White; Holly Wilson.

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