

# LETTER FROM THE PRESIDENT

I S THERE ANYONE ELSE who could not wait to see 2020 from our rearview mirrors?? None of us ever thought a pandemic would come and change our lives so dramatically. No one escaped the impact of COVID-19; we all just experienced it differently. One thing is for sure – we had to learn how to take care of ourselves and each other like we never had to before. So many of us lost loved ones to this virus. Our children are struggling to learn outside of the classroom. Businesses, particularly small community partners, are closing, their livelihoods taken away. Our own Grassroots Deli could not sustain the impact of COVID.

Our world was also rocked by extreme racial injustice day after day as we realized that sitting and watching was no longer an option if we wanted to live in a just world. We hope

that the work that has begun

will change the future of racial reckoning in our country. Towards that end, Continuum is trying to join the change we want to see in the future by convening a Racial Justice Task Force. We have committed to working on issues of racial injustice in our work world and in our communities. However long it takes to witness the change, we will be there working.

Throughout all of this, we have witnessed some wonderful things. Heroes who came out from the sidelines to help those who were sick. Others who made sure people had food and shelter. Neighbors who took care of each other, especially the elderly and those who were alone. Protesters who stood up in the worst of times to say "Enough" and face the consequences of changing history.

The new year will still bring with it many of the same stressors and challenges. But there is change in the air. A

vaccine. A new President and Vice President. And all those heroes are still here.

As we move forward in 2021, we continue to care for our clients. Thanks to our dedicated staff, very few of our

Thank you all for standing up with us this year.

clients have had to endure the virus. Our staff have been the glue that has kept us together and our hopes for 2021 very much alive!

Continuum continues to expand its services for those who need it the most. A newly adopted Strategic Three-Year Plan will guide us as we strive to meet the needs of even more vulnerable folks. Soon, the pandemic will be behind us and we will move

forward with renewed commitment and strength from all that we have learned from each other this year.

I sincerely thank you all for standing up with us this year and meeting so many challenges. May 2021 be a wonderful year filled with hope for you and yours.

All my best,

Patte I Walker

President & CEO

## Are You Out of Your Mind?

OST OF US have reached a mental tipping point this past year! Mental illness has become the pandemic within the pandemic. It's no wonder, as isolation, anxiety, grief, frustration, and uncertainty have been major themes for over a year.

#### 5 C's To Help You Cope



#### Connect



Come out of isolation. Humans, even introverts, need social interaction. Make a point to connect for the sake of your health. Go outside and socialize from a distance. Or, connect virtually — often.

- Connect through Teleparty to watch a movie and chat with friends in the same window. Or, host a virtual game night party and play Among Us!, a multiplayer social deduction game.
- Set up a virtual activity with family and friends. A cooking or sewing lesson would be a great way for grandparents to share their special skills. Sign up for an online book club or art class with friends to have fun while learning.
- Use digital platforms like FaceTime, Skype, Facebook Messenger (you don't need a Facebook Account), Houseparty, and Zoom to keep connected.

Visit ContinuumCT.org/Coronavirus (Social/Entertainment section) for more ideas.

### Calm

A little mindfulness or deep breathing goes a long way to take the edge off of the anxiety and frustration.



- \* Look up at the ceiling, or close your eyes.
- \* Take five deep breaths in and out.
- \* Imagine all that stress leaving your body with each exhale.
- Smile: it triggers a reaction in your brain and your body will think you're content.
- Mindful music listening can also help you reconnect with your breath and body. Inhale
  and exhale as you listen and notice how the music makes you feel. Learn more here:
  <a href="https://rb.gy/e9cceb">https://rb.gy/e9cceb</a>.

Listen to our Sounds for Self-Care Playlist: <a href="https://bit.ly/2Pdscmr">https://bit.ly/2Pdscmr</a>.

# Comedy



- Watch one of the "Funniest TV Shows of All Time": http://bit.ly/2ZWBy7X.
- Enjoy TikTok's ingenious, easily digestible short form comedic videos. Download the app or Google some of the accounts on this list: <a href="http://bit.ly/37PNA7w">http://bit.ly/37PNA7w</a>.
- Laughter yoga exercises are designed to get people to laugh for no reason, and are combined with simple yoga breathing techniques and "laughter meditation." Learn more and try some exercises here: <a href="http://bit.ly/3qUUekz">http://bit.ly/3qUUekz</a>.

Read "18 Simple Ways to Put Laughter Back into Your Life": http://bit.ly/3aREHMS.

#### S A CHILD, KYLE was diagnosed with ADHD. Yet, he exhibited a variety of behaviors and feelings that could not simply be attributed to ADHD. In high school, he got into trouble often, and he had been arrested

Kyle's Story numerous times during his adolescence and young adulthood. He drank heavily and

often. There were anger management issues, and major disputes and struggles with his parents and sister. He experienced dark times of depression, and periods of cutting himself and not eating. During one holiday, the police were called and Kyle was arrested for a dispute at home and threatening to take his own life.

There are many facets to all of us, including Kyle. For example, he is intelligent; he loves human connection; he plays music, he dates, and he has a strong need for validation. Kyle worked two jobs at a time and was a volunteer fire fighter for eight and a half years. He says he is liked by many, and then there are those who don't like or understand him.

A year ago, at age 26, Kyle ended up in the hospital. Although he had been hospitalized a few times before, and had been part of a substance use treatment program for young adults, nothing made a sustainable difference. They lacked the intensity of therapy and long-term connection he needed.

Kyle had hit bottom when he came to the hospital. A doctor entered the room and, after a 15-minute conversation, she diagnosed him with high-functioning Autism, anxiety, depression, and borderline personality disorder. She told him she predicted he would bounce in and out of rehab programs for the rest of his life. Imagine! Kyle was overwhelmed by her words and harsh demeanor, and

astounded by the doctor's lack of compassion. He didn't understand, nor did he feel respected, heard, or understood. Those 15 minutes ignited fear and anger, and in a raised voice, he told her how he felt. Hospital staff were called into the room carrying leather restraints, and at one point they held him down with a knee on his neck as he cried out and resisted.

Kyle's girlfriend promptly left him when she learned of his diagnosis, explaining that she couldn't handle someone who has mental illness. This crushed him, and Kyle's downward spiral was deep. That's when he was referred to the Continuum Recovery Services (CRS) program. The CRS residential program is designed to help individuals diagnosed with significant mental illness to stabilize and recover from the point of crisis and then go on to learn about themselves and how to manage their diagnosis and build a full and healthy life every single day going

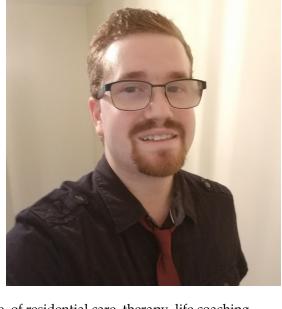
forward. Clients are in the program ranging from a few weeks for stabilization to up to a

Hope for

the Future

There are many

facets to all of us.



year, or more, of residential care, therapy, life coaching, and case management, depending on their individual needs.

The day Kyle entered the CRS program, he sobbed in one of the staff's arms, grieving the loss of his girlfriend. His grief was deep. Over time, he developed trust with the staff and fellow clients, and he actively participated in extensive therapies, life coaching, and wellness activities. His medications were adjusted and monitored.

> Unlike hospital treatment or the rehab program he attended previously, Kyle says CRS got him to a point of true sustainable recovery because of its intensive therapies, skilled and caring staff, and the fact that they were relentless in trying to support him. They helped him to understand and appreciate his complex diagnosis. They taught him methods to assess his feelings and anger and to control his behaviors. They

pushed him to work when he was in an emotional "bad spot," and gave him tools to balance, reframe, control, express himself, or blow off steam appropriately. Kyle faithfully takes the medication he was prescribed so that he can keep his mood stabilized and control his addictions and behaviors better. One of the most satisfying outcomes of the program is that Kyle embraces his Autism, and enjoys connecting with other fellow high-functioning individuals with Autism.

Kyle's parents were integral participants in his program. They too wanted and needed to learn about his diagnosis and effective ways to communicate with and support him. As parents, they also received much needed support given the past and ongoing challenges they have experienced.

After several months at CRS, Kyle now lives back with his mom. The relationship with his family has greatly



improved. He is continuously learning and connecting with new people. He also has a spiritual side, and feels connected to Archangel Raphael, the archangel of healing. Kyle has hope and aspirations for the future. He would love to be a famous musician, and have a family someday with whom he plans to openly share all he has gone through and all he has learned along his unique, winding road of life.



In December, Comprehensive Treatment Connections\* — a collaborative partnership between Continuum Recovery Services and behavioral health and substance use providers Progressive Institute, Delphi Behavioral Health Group, and High Focus Centers — hosted an online event to provide the community and fellow clinicians and their clients with tools to manage the heightened stress and anxiety we are all experiencing during this pandemic.

Licensed Clinical Social Worker Tracey Masella delivered a dynamic presentation that reminded us all to go back to the basics by practicing mindfulness

and acceptance. Tracey reminded us that it is the awareness that results from intentionally staying in the here and now. It brings us freedom from having to "fix" anything or anyone.

Mindfulness takes us from having to solve problems to being able to hear and validate those around us. By being mindful, we are able to understand the "other's" experience and we realize that they can manage their own emotions. Acceptance, Tracey explained, is experiencing reality without judgment. To accept does not mean we are giving in or

giving up, but rather that we are welcoming reality with curiosity and kindness — with a commitment to not making the problem worse by staying miserable.

Tracey gave us an easy way to remember how to take care of ourselves during these difficult times by using the acronym PLEASE (*see right*).

Using PLEASE will help us feel better both physically and emotionally and it is an easy way to maintain a balanced lifestyle, even with the restrictions that come with social distancing.

PL: Treat physical illness

E: Eat balanced meals

A: Avoid mood altering drugs (including caffeine and sugar)

S: Get a good night of sleep

E: Make time to exercise

Tracey closed her presentation with a quote reminding us to take time away from our computers and social media when we need to regroup:

"Almost everything will work again if you unplug it for a few minutes, even you." - Anne Lamott

\*For more information on Comprehensive Treatment Connections, reach out to Shayla Collier, MPA: <a href="mailto:SCollier@continuumct.org">SCollier@continuumct.org</a>, 203.530.4496. To watch the mindfulness presentation, visit: <a href="mailto:https://bit.ly/3idznpc">https://bit.ly/3idznpc</a>.



Working through COVID has been difficult, but it's been great to have more one on one time with each of our residents. It has also helped us to be more creative and resourceful, and to think outside of the box.

"This is what we do every day. We are not heroes, it's our job and we love it."



# This is What We Do

Our clients need us; we need to do what we can to protect them.

ONTINUUM STAFF have been working tirelessly on the front lines to keep our vulnerable clients safe, even as they stress over their own safety and that of their loved ones. We appreciate and are proud of how staff have kept clients thriving in their recovery and supported their fellow colleagues amidst the upheaval of the past year. Here, they share their thoughts on working through COVID.



It's difficult working during this pandemic but it's reassuring to have the support from upper management. Seeing them come into work and doing it all with us lets us know that we aren't fighting this alone.

Modeling wearing a mask and encouraging social distancing are new ADLs (activities of daily living).



## A New Kind of Healthcare

**¬** ELEHEALTH IS A LOT OLDER than you might think. The use of technology to remotely monitor patients between hospitals via closed circuit televisions was

first reported in the late 1950s and 60s. Long before that, the telephone made it possible for doctors to check on their patients without having to be in person. Today, the internet and smart devices make connecting instantly with others easier than ever. Despite this fact, for many reasons, most people still

care. 2020 forced us all to shift our perspectives.

The COVID-19 pandemic has caused a dramatic increase in the need for telehealth and virtual visits. The CDC reported a "154% increase in telehealth visits during the last week of March 2020, compared with the same period in 2019 (Koonin LM, Hoots B, Tsang CA, et al., 2020). It's simply not possible or safe to attend appointments in person.

Across Continuum, staff and clients have had to adjust to working with telehealth and virtual supports, and the benefits and challenges therein as it relates to behavioral healthcare.

There has been a growing need for tele-behavioral health visits. According to Dr. Lauren Hollywood, a therapist with Continuum Integrated Behavioral Health (CIBH), more people these days seem to be feeling symptoms of depression and anxiety, as well as dealing with substance relapse. It has been reported that approximately 81% of behavioral health providers began using telehealth for the first time in the last 6 months, with a majority of providers planning to continue the use of telehealth visits (Healthcare Finance, 2020). CIBH, Continuum's outpatient therapy service, has a waiting list of people seeking help. "Telehealth has been instrumental in fostering connection in a time where isolation has caused so much pain," says Susan Kelly, a therapist with CIBH.

When it comes to Continuum's clients, providers have noticed certain advantages to telehealth. They are "no showing" less and more apt to follow treatment recommendations. Clients

report feeling a sense of relief that they don't have to find transportation for their visits or use the public transportation system, which can be overly stimulating for some of our folks. Weather also plays

> a role in attendance; winter months can lead to an increase in no shows or cancellations due to inclement weather. There are also drawbacks to telehealth visits; some clients have distractions in their environment, internet connection issues, or they simply do not have a smart phone. Though Continuum's programs are set

prefer face to face visits for their medical and mental health up with the appropriate technology, clients who are not in residential programs may not have the same access. Also, it

> can be challenging for some clients to fully engage over Zoom. Providers find it more difficult to assess mood and affect or pick up on subtle body language cues virtually, especially for nonverbal clients in our developmental disability programs. "I have had to be a bit more creative in figuring out how I can do an assessment over Zoom," shares Dr. Hollywood. "I've had to play games like Simon Says with some clients."

In addition to telehealth, Continuum's clients have been using virtual supports to stay connected with services during the pandemic. Video conferencing applications have given clients and staff with the Community Integration Program (CIP) the opportunity continued on pg 18





# Transform with Tapping

**I** F YOU'VE EVER GOTTEN a stomachache when you're nervous or felt your heart racing when you were upset, then you're familiar with the mind-body connection. There is much evidence of the close relationship between our emotional and physical health. For example, our bodies responding to stress and depression can result in high blood pressure, ulcers, and fatigue.

Emotional freedom technique (EFT) is a practice that enables you to literally tap into the mind-body connection. This holistic healing technique utilizes what is known in traditional Chinese medicine as "meridians," a network of energy pathways in the body. While focusing on negative emotions or an unresolved issue, you gently tap your fingertips on various acupuncture points on the hands, face and body.

Research has shown that tapping triggers a parasympathetic (relaxation) nervous system response, sending calming signals to the amygdala in the brain. So if you're looking to reduce stress and anxiety, the power might just be at your fingertips.

#### How to Practice EFT

- Rate the emotional intensity level of your feelings on a scale of 1 to 10, with 10 being the highest intensity.
- Using the traditional EFT format, prepare a setup statement (right): "Even though state the problem, I phrase of acceptance."
- Repeat the setup statement 3 times while tapping on the Karate chop point (tapping points on next page).
- After tapping with the setup statement, gently tap acupoints on your face and body about 7 to 10 times while repeating reminder phrases (below). After you finish tapping, relax and take a deep breath. When you have done the setup statement and the tapping sequence, you have completed one round of EFT.
- After round one, rate your intensity level again (1-10). Repeat tapping as needed until you reach level 0, if possible.

#### **Set-Up Statement Examples**

Even though <u>I'm sad</u>, I deeply and completely love and accept myself.

Even though work is stressful, I can choose to be a little kinder to myself.

Even though <u>I'm anxious about COVID</u>, I accept all my feelings without judgment.

#### **Reminder Phrase Examples**

This stress from work.

This sadness about the break-up.

This fear of flying, it's hard to breathe.

This anxiety about COVID.

This fear of leaving my home.

This feeling of sadness.

The reminder phrases are intended to hold the problem in your conscious awareness while tapping, thus allowing the energy to transform.

For more information on using tapping for mental health, visit www.TheTappingSolution.com or download the Tapping Solution app from the App Store or Google Play.

Go to <a href="https://bit.ly/3pvrwpv">https://bit.ly/3pvrwpv</a> for a "How to Tap" video.

Source: The AAMET Free EFT Manual, A Comprehensive Introductory Guide to EFT (April 2017)

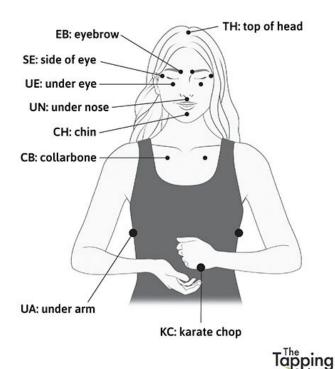


Image courtesy of The Tapping Solution

#### **Tapping Points**

**Karate Chop (KC),** tap gently on the side of your hand. **Top of Head (TH),** on the crown of the head, lightly tap with all the fingertips – like gentle raindrops, in a circular motion if you like.

**Eyebrow (EB),** beginning of eyebrow, tap on the brow bone, near the center of the face.

**Side of Eye (SE),** on the bone near the outer edge of the eye in line with the pupil when looking straight ahead.

**Under the Eye (UE)**, on the top of the cheekbone underneath the pupil when looking straight ahead.

**Under the Nose (UN),** on the philtrum (the indentation just above the top lip).

**Chin Point (CH),** in the indentation between the lower lip and chin.

**Collarbone (CB),** just below the collarbone, near where the collarbone and breastbone come together. From the midline, trace under the collarbone just about 2" (or 5 cm) to the right or the left.

Under the Arm (UA), torso starting at the armpit, go down on the side of the body 4" or about 10 cm (where a bra would be on the body in that area).

#### Are You Out of Your Mind? continued from pg 3

Solution

Care

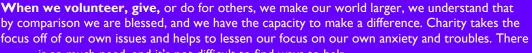


**Practice self-care.** Stressors and frustrations can pile on. Make time for yourself — while noting what rejuvenates and calms you — and you'll see a big difference.

- Having a routine to manage your daily tasks simplifies and vastly improves your life. Here are 40+ ideas for the ultimate self-care routine: <a href="http://bit.ly/3aRIM3E">http://bit.ly/3aRIM3E</a>.
- Creative expression reduces stress and boosts brain power. Bring out your inner artist
  with these mindful art activities: <a href="http://bit.ly/2P8ACLH">http://bit.ly/2P8ACLH</a>.
- Try the Extreme Self Care Program. Author Cheryl Richardson's self-care manual offers 12 practical strategies to fix behaviors that cause self-betrayal. Richardson says that making pleasure a priority is integral to extreme self-care. That could mean a weekly massage if you can afford it, or simple daily habits like drinking tea or listening to your favorite music. Purchase the book here: <a href="http://bit.ly/37Ts1TF">http://bit.ly/37Ts1TF</a>.

This list has nearly 300 categorized ideas for self-care: <a href="http://bit.ly/2O5ZHXm">http://bit.ly/2O5ZHXm</a>.

Charity



- is so much need, and it's not difficult to find ways to help.
- Our communities need help and resources during this pandemic. Visit this link to find non-medical and medical/vaccinator volunteer opportunities: <a href="http://bit.ly/3r6d7B4">http://bit.ly/3r6d7B4</a>.
- You can support others without leaving your house. Go to <a href="www.VolunteerMatch.org/virtual-volunteering">www.VolunteerMatch.org/virtual-volunteering</a> to volunteer from anywhere.
- Giving back doesn't have to take much time or money. You can donate your professional skill set with Catchafire or shop while supporting an organization (look for Continuum of Care on AmazonSmile). Find more ideas here: <a href="http://bzfd.it/3kEEAaN">http://bzfd.it/3kEEAaN</a>.

Check out this extensive list of creative ways to give back: http://bit.ly/3uTowX9.



# It Could Happen to Anyone Omar's Story

HAD NO IDEA what mental illness was," Omar shares.
As a kid growing up in
Jamaica, he could have never predict-

ed the trauma that would change his life forever.

Omar remembers a very happy childhood on the island, surrounded by family. He was a good student with ambitions to work in computer science, but his family's immigra-

tion to the United States interrupted his studies at the University College of the Caribbean in Kingston. However, Omar was able to complete the diploma portion of his computer science and networking program, and had plans to transfer his credits and continue his education when he got settled.

But moving to a foreign land proved to be incredibly unsettling. Omar didn't know anyone in America, and he had no job or car to get around. "It was hard for me to get used to the culture," he says. And it was so freezing cold. I wasn't used to that sort of weather." Depression set in.

Still, Omar made strides to establish a life in the U.S. He began to study computer science at Gateway Community College while simultaneously working in the school's computer lab and taking additional classes with Job

Corps. "I had a GPA of over 3.3. I was doing well," he says. Everything changed on the night Omar was violently assaulted by another Job Corps student. He developed compulsive behaviors. "I would wake up in

the middle of the night with panic attacks, and I would check the door to see if I was safe. I couldn't stop thinking about what the guy had done to

me." He would wash his hands over and over because all he could see was the blood.

Omar couldn't focus in school or keep a job, so he dropped out of

Gateway. He and his family had no idea what was wrong with him, but it was his mom's suggestion that he speak to somebody that led him to Connecticut Mental Health Center (CMHC). The clinician explained to him that the trauma of his assault

caused these behaviors.
According to the National Council for Behavioral Health (2013): "Seventy percent of adults in the United States have experienced some traumatic event at least once in their lifetimes. Trauma is a risk factor in nearly all behav-

"I had no idea

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ioral health and substance use disorders."

The clinical team at CMHC diagnosed Omar with schizoaffective disorder. Taking his medication was a critical first step in getting his life together. Connecting with mental health programs in the community was the next step that made all the difference in transforming his life. At one program's meeting, he found out Continuum was hiring for the Employment Apprenticeship Program.

Since 2016, Continuum's Employment Apprenticeship Program has provided people with mental health or co-occurring disorders an opportunity to overcome barriers to competitive employment. Apprentices are paid and receive hands-on training for 12 to 18 months in four different areas: custodial, house cleaning, landscaping, and moving. Thus far, 18 apprentices have graduated from the program, with 14 going on to full-time employment.

Being able to support himself again was pivotal for Omar. "The Employment Apprenticeship Program changed my life," he says.

A motivated worker, Omar quick-



-ly picked up portering at Continuum's administrative building, and was well regarded for his diligence and gentle spirit. After 7 months, Continuum promoted him to Phase II of the program and placed him at another behavioral health agency to work as an experienced porter and do facilities maintenance. His supervisor at Continuum frequently gets glowing reviews on his behalf. "They appreciate what I do," he says with a confident smile.

Omar shares, "Working with Continuum has made me feel a lot better about myself. I've been able to buy a car and pay my bills. I realize when you're not working, you feel a little bit more stressed out because you don't have money to do the things you want to do."

Omar has been saving his money to go back to college and study computer science. His dream job is in computer network engineering. Remarkably, he's continued to thrive during our current pandemic, in spite of living with mental health concerns that would surely be triggered by an invisible virus. "I make sure I take every precaution there is possible to not contract the disease." He maintains social connections through singing at church and playing tennis. His Friday night ritual of binge watching movies and television is how he rewards himself for a hardworking week.

Ten years spent rebuilding his life has left Omar with this bit of wisdom: "Be true to yourself. Believe in yourself. Have confidence. And keep dreaming big."

Visit <a href="https://bit.ly/3jB2q6y">https://bit.ly/3jB2q6y</a> to watch Omar's story.

Source: National Council for Behavioral Health (2013). How to Manage Trauma. Retrieved 2020, Dec, from https://bit.ly/2MDByX7

# **Employee Spotlight**

EADERSHIP FROM CONTINUUM'S Forensic Division came together to acknowledge a staff member that goes above and beyond. ALICE BRICK-HOUSE was nominated. Below, her colleagues share their sentiments.

"I've known Alice for a long time and she's always been a strong advocate for the clients. She's a team player and is always willing to go the extra mile. The clients respect her and know she's got their best interests in mind. Alice is always willing to lend a hand, either to her coworkers or the clients – and is a great role model for new staff coming into this field for the first time. I can always trust that the job will get done when Alice is working! She is well versed and familiar with all of the forensic clients and never looks down on them for their past. She's a positive support system and we couldn't do this job without her!" – Dana Ashby



"Alice has been a part of the Forensic Division for over three years, and in that time has demonstrated a natural ability to connect with and empower clients and staff alike. Alice is the epitome of what it means to be a team player and is always willing to cover the extra shift, split her time between programs, and get any errand completed. She constantly exceeds expectations and is well respected by both clients and her peers. We could not thank Alice enough for her hard work and loyalty to our programs." – Briana Leary

"Alice is one of a kind. She's always willing to help others, especially the clients. When they are down and having a difficult time getting through the day, she is there to give encouraging words. Alice is flexible in her schedule and comes in when needed. Alice always does her job in great spirits and never complains. We work with some difficult individuals and it does get tough and stressful at times, but Alice is always ready to get the job done." – Shirell Manick

To submit an Employee Spotlight for the next newsletter, email <a href="mailto:jwilson@continuumct.org">jwilson@continuumct.org</a>



# Homebound Thriving



Natoya hasn't been able to attend her day program for adults with disabilities since COVID started. So, she has been using her arts and crafts time to make a tag blanket to use when she's relaxing on the couch. Tag blankets offer relief for those with sensory issues. Even though she can't hear or see, Natoya still accomplishes projects with the help and patience of staff at our Norwich House.



The ever-enterprising residents of our Young Adult Services programs printed the winning T-shirt designs from a contest Continuum held last summer. Staff and clients were tasked with designing shirts that address social injustice. Visit www.ContinuumCT.org/tshirt-contest to see the creative designs.

Melissa from our Community Integration Program has not been working due to COVID, so she's been working with staff to fill her time productively. In addition to arts and crafts, household projects, and cooking, she has been able to continue her horseback riding. It's been great for her wellbeing.

#### Follow us on Facebook for more pictures & video: www.Facebook.com/ContinuumConnecticut



In December, Continuum held our first virtual fundraiser, a concert with local rock duo Nunz n Pepin. The band — comprised of singersongwriter-musician Sal Annunziato and pianist-guitarist Roland Pepin — performed a lively mix of holiday tunes, rock, soul and oldies. We also shared videos of our clients during the event so attendees could get a glimpse into the lives of the people we serve. Thanks to our generous sponsors and raffle donors and buyers, we were able to raise \$30,000! We are grateful for everyone that helped us pull off a fundraising event in such uncharted territory. Watch the show here: https://bit.ly/3qUY78l.



Residents of the Intensive Supportive Living Program celebrated the holidays with a homemade brunch. It must have been delicious judging by the smiles on their faces!

The "Bodies in Motion" class at the New Haven Halfway House has been a big hit during COVID. Each week, staff lead a variety of exercise classes at the program. It's a safe way for residents to stay active and they really look forward to it.



# A Parent's Story

UR SON JASON\* did well in school. As a child he never had any issues with teachers or peers, was well liked, played piano and trumpet, and was in marching and jazz bands. He won art awards and helped us to raise 3 guide dog puppies for the blind. As a young Boy Scout, he helped provide first aid to a stranger at a rest stop who experienced a heart attack. Jason graduated from college with a degree in Mobile Forensics – a normal, great kid.

About a year and a half after college, things went sideways. Jason was working in a high stress job in New Jersey. The pressure of keeping up with a new job as well as new roommates in a strange town started to take its toll. He started abusing Adderall to stay awake, and drinking heavily and using other drugs to compensate. We suspect that the stress and the drug use could have contributed to triggering the start of his mental health issues, but we cannot say for sure. Over time, it got out of hand and he hit rock bottom.

It started around Christmas in 2015 when Jason was on his way from New Jersey to visit friends in Vermont. While en route, he started to hallucinate, so he pulled over to a rest area and called 911. Emergency responders brought him to a hospital. We were in Florida at the time. He was released home into our care, and this is when our journey began.

After he came home, the severe psychosis began. Jason thought the FBI had cars watching him from the driveway. He thought a chip was planted in his brain by aliens. He was afraid people were going to harm him. At first, we chalked it up to the aftermath of drug-induced psychosis, and alcohol and drug withdrawal. After a few trips to the ER, we thought it would pass. The ER would not admit him because he "was not a threat to himself or others." So, they sent him home



with Ativan. We tried to get him into a rehab program, but everything was on hold for the holidays. Finally, our prayers were answered when he was accepted into an intensive outpatient program (IOP) in Hartford on January 3, 2016.

The IOP was helpful but required long drives to Hartford 3 times a week for 3 hours a day. That took its toll on him and he dropped out of the program. The psychosis worsened because he refused to take medication. I will never forget 2 weeks into the program, when he ran out into the cold winter night, jumped our fence and started to run into the woods. Eventually, we were able to coax him back into the house. That was when I knew this was a much bigger issue than what just a few weeks of rehab or IOP could handle. Finally, the last week of January, he was hospitalized for a week at another hospital and placed on medication. After being discharged to our home, he stopped taking meds again, but agreed to stay in the IOP in Hartford for another 3 weeks. At the end of February, he convinced the staff that he could do it on his own, and that we were returning to work and felt he would be fine living in his own apartment with no roommates. He still

refused medication. We found him the perfect place close to family, in a great location and with plenty of things to do. This independence lasted 1 week.

Without the medications and therapy, he crashed and burned, and we brought him home a second time. This led to more depression, and eventually a 30-day hospitalization at Bristol Hospital. He refused to take meds in the hospital which led to a very traumatic forced injection. Fortunately, before he was to be taken to the State mental hospital in Middletown, he agreed to take meds and came home again, a third time.

This led to another failed IOP, but he started a medication routine that lasted about 2 years. Jason was stable and, while he really could not work, he volunteered at the food pantry and was seeing a private psychologist weekly. At that time, he was diagnosed with major depressive disorder. In February 2019, he decided to stop taking his medication again, and things quickly spiraled downward. He was still living at home, and began stealing money from us to get alcohol. He was thrown out of bars for not paying his bill, and he acquired a couple of larceny charges.

We anguished and struggled to find a solution. He was on the verge of incarceration or suicide, and we felt he needed to go back to the hospital to get help. In September 2019, things were really bad. Jason's psychosis was coupled with severe manic episodes of angry outbursts, heavy drinking, disrespecting our property, swearing, and threatening and accusing us of poisoning him and stealing his money. The police were called several times and each encounter ended without confrontation, but most ended in the ambulance. From October to December of 2019, he was hospitalized 3 times for 7 to 14 days at Natchaug, Backus, and finally St. Vincent's. Medicare paid in excess of \$400,000 for the accumulated cost of emergency and inpatient hospital stays. The continued problem was that he would not participate in IOPs, which led to a disconnection of services when he was discharged from the hospital.

In December 2019, Jason was in crisis and was sent to St. Vincent's Hospital. He was there for about 2 weeks until he stabilized and was ready to be discharged. There, Jason was diagnosed with schizoaffective disorder (a combination of schizophrenia and bipolar disorders). We needed to find a residential mental health program in order to find a solid, longterm solution. We heard about and loved the sound of Continuum of Care's Recovery Services program (CRS), so we reached out and met with the vice president, John Labieniec. Jason's trust had been completely broken by then. He wouldn't talk to anybody and he wanted nothing to do with any kind of medical treatment. Somehow, John was able to get through to him. He drove to St. Vincent's Hospital in Bridgeport, CT to meet Jason. It was that conversation which helped convince Jason to try Continuum Recovery Services. The program offers multiple "paths" that provide different levels of residential care while integrating and maintaining therapy and medication management. The goal is for clients to ultimately move toward living independently on solid ground, in lifelong recovery. John was the first person to convince Jason that he needed long-term care. We are forever grateful for his intervention. We believe he saved Jason's life.

Jason was discharged from St. Vincent's to CRS' Luna's Path, which offers the most intensive level of care. Luna's provides 24/7 supervised, residential care and is an alternative to hospitalization. It includes medication monitoring, daily therapies, case management, wellness, and life skills training and support. More importantly, it sets a foundation of care that is built on continuity and trust. He loved the staff and program so much that he did not want to leave! Eventually, he stepped down to David's Path, which provides 12-hour, supervised residen-

"The biggest hurdle is the acceptance of the illness. Without it, moving forward is almost impossible. CRS was invaluable in helping with that step."

tial treatment, including clinical and professional support staff, group therapies, and medication observation. After several months, Jason moved on to Tyler's Path, where he lived in a congregate setting with others who were on their recovery journey. One of the biggest advantages of the programs is the frequent contact with the clinical team for medication and therapies. The case manager and social workers were invaluable in helping Jason with day to day living activities. We cannot thank CRS' APRN enough for the oversight of the medications that were crucial at that time.

John encouraged us to enroll in NAMI's 10-week Family-to-Family course. It really helped us be more aware of the valuable resources available to us. Simultaneously, CRS staff engaged us in the process as much as possible, while respecting Jason's privacy and HIPAA laws. We became better equipped to be advocates and partners instead of adversaries.

Our biggest regret is that we did not find Continuum sooner. So much time and money was wasted. The cost to Medicare of Jason's medical care in and out of hospitals, and in less effective programs, exceeded \$400,000 and we really did not make sustainable headway. The cost of 11 months in Continuum Recovery Services was significantly less. At CRS, Jason learned how to better cope with his illness, and the importance of medications. The biggest hurdle is the acceptance of the illness. Without it, moving forward is almost impossible. CRS was invaluable in helping with

As parents, we know that Jason has much work to do on his own, and we are here for support. The biggest challenge in the health care system, in our experience, is the need to shift insurance dollars, specifically from Medicare Part A hospitalizations to long-term mental health residential living programs with portals like Luna's Path. Adults like Jason who are on SSDI benefits do not qualify for Medicaid, and they are forced to be on Medicare which does not cover residential treatment for mental health. Without specific changes in Medicare and Medicaid, adults like Jason will remain without coverage for long-term residential treatment. It is not financially sustainable for an individual with a severe psychotic illness to live independently on SSDI without support. Presently, insurance and society are footing the bill for excessive hospital costs, prisons, and homelessness. Public and private sectors need to form a better partnership with mental health providers to ensure longevity and success for the future. Programs like Continuum of Care are necessary for people like Jason to have the best quality of life and to remain productive members of society.

# In Memoriam

ADLY, PEOPLE with serious mental illness are often compromised by chronic medical conditions. They tend to die 25 years younger than the general population due to critical health issues. Serving this vulnerable population means dealing with loss, and for our staff it is as difficult as losing a family member. Continuum's clients who have passed on will forever remain in our minds and hearts.



ELIZABETH started out in our Extended Living Programs in 2010. From there, she graduated through many Continuum of Care programs — eventually getting her own apartment in the community. She was always kind to anyone she met and left a lasting imprint. She enjoyed cooking with her peers and going to church every week. She will be greatly be missed by those who knew her. - Lisa Acosta, Extended Living Program

Elizabeth Williams Dec. 18, 1962 - July 22, 2019

CHRIS had an uplifting energy. He challenged your ideas through his witty humor and charm. Chris was a healer, and believed in the existence of good in humanity. He was a teacher while always being open to learn. Working with Chris was nothing short of a blessed experience, and we were grateful to have met him. - Shayla Collier, Continuum Recovery Services



Christopher Vasil Nov. 24, 1995 - Oct. 11, 2020



Jose Cuadra May 7, 1940 - April 10, 2020

JOSE was a wonderful man who lived a long, happy life. At the age of 80, he was still very active and always on the go. Born in Cuba and a longtime resident of Honduras, Jose recently moved to the U.S. to start a new life with his bride. Unfortunately, Jose acquired and ultimately passed away from COVID-19. Jose may be gone, but he's not forgotten. We'll always remember him fondly. - Virginia Mittelstadt, Crisis & Respite, Bridgeport

SUSAN was a daughter, sister, wife, mother and grandmother. I came to know her during a period of her life when she needed support. In my role as the CIEP Coordinator, I'm privileged to have had the opportunity to spend a great deal of time assisting her. I came into her life as a vessel and, though it was a brief season, I believe the reason was so that she had a friend in the end. Ms. Susan, you are etched in my memory always. - Nina Moore-Wallace, Community Integration Evaluation Program



Susan Esposito Sept. 29, 1949 - July 3, 2019

**DAVID** came to us in September 2010. He was one of the original residents of The Winthrop House. He later graduated into his own independent apartment in the community. David was quiet and laidback, but had a wonderful sense of humor. He loved watching his favorite show *Friends* and his favorite game show the *Price of Right*. He enjoyed taking walks around the Hamden High track with his staff. - *George E. Pipkin III, Mental Health Waiver Program* 

David was always thoughtful and often expressed how much he appreciated my compassionate care. He helped me look at life with a different perspective, and taught me to appreciate the small things. - Brianna Curtis, Mental Health Waiver Program



**David Przygocki** Jan. 27, 1971 - March 3, 2020



**Vivian Lilley** Nov. 1, 1963 - Aug. 20, 2020

VIVIAN!!! Some called her a firecracker, and indeed she was. Vivian was easy-going and loved her family and shopping. A wonderful soul with a loving personality, Vivian was determined to maintain her independence, and was always working hard and striving for better. She departed us too soon and will be greatly missed.

- Simona Williams, Community Support Program

ROBERT was a hardheaded, yet kind man. He cared about the people he was surrounded by more than himself! He loved history, California, and his travels.

He is fondly remembered by his two sons, Nick and Robert.

- Milagros Romero, Mental Health Waiver Program



**Robert Hughes**Dec. 7, 1955 - Jan. 4, 2021



**Mark Jasper** Aug. 15, 1962 – Feb. 8, 2021

Mark found a home in the Expansion Program on Blake Street when the program was first developed. In the 5 years that he was with Continuum, he built connections with his peers, staff, and community providers — all of whom he perceived as family, and vice versa. He is greatly missed and will be remembered for his love for classic rock and enjoying seafood on the beach; his excitement for community excursions to diners, museums, zoos and aquariums; and his passion for walking many trails. Words can't describe what he meant to us. He impacted all who knew him in a positive way through his strength and resilience. It is because of this that the program will be renamed in his honor as Mark's Walk. We are in this field for a reason, and many of us have a WHY for why we do what we do. Mark has become our WHY for many of us. We will continue to work hard and advocate for our residents and cheer them on as we did for him, and as he would want us to do for others. "Fly high, free bird."

- Lisa Acosta, Extended Living Program, Blake Street Expansion (Mark's Walk)

### Dates of Awareness



March is Social Work Month. It was first organized in March of 1963 by the National Association of Social Workers to encourage public support for the profession. The White House officially recognized Social Work Month in 1984. This year's theme for Social Work Month is Social Workers are Essential. The crises of COVID-19 and social unrest truly demonstrated how essential social workers are to supporting the health of the community. At Continuum, we are fortunate to work alongside these inspiring people every day.



**April is National Autism** Awareness Month. In 1972, it was initially created as a week of awareness by the Autism Society of America, the nation's oldest leading grassroots autism organization. Autism Awareness Month was created to promote better awareness of the signs, symptoms, and realities of autism; provide resources for the community; and to encourage acceptance and inclusivity. For more information, visit http://bit.ly/2OhQWt9.



May is Mental Health Month. It's a time to raise awareness about the mental health issues that affect as many as I in 5 Americans, and to reduce the stigma. This year, the organization Mental Health America (MHA) is continuing with their 2020 theme of Tools 2 Thrive. They offer resources and coping strategies around the common struggles that affect mental health, which is especially critical as the COVID-19 pandemic is ongoing. MHA wants to spread the word that mental health is something everyone should care about — and we agree!



June 27 is PTSD Awareness Day. PTSD is a mental health issue that can occur after being exposed to a traumatic event, and it can affect Veterans and non-Veterans alike. In 2010, Senator Kent Conrad pushed for the official recognition of PTSD via a "day of awareness." The date was inspired by the birthday of North Dakota National Guard Staff Sgt. Joe Biel who died in 2007 after suffering from PTSD. Over 8 million adults are diagnosed with PTSD during a given year in the U.S. For more information about PTSD and treatments, please visit www.ptsd.va.gov.

#### A New Kind of Healthcare continued from pg 7

to virtually meet to work on their goals; managing life skills like organization and cooking or connecting socially, for example. This alternative way of connecting has been crucial for those who are not comfortable working in person during this time or who have had to quarantine.

Keeping individuals engaged in services while using virtual supports can be a big challenge and there are some limitations on what activities can be done. "Technology has been an extremely helpful tool for us during this pandemic," says James Cole, CIP direct care staff and administrative assistant. "We have been getting creative and offering some fun virtual recreational group activities to keep people connected during this time, such as bingo, arts and crafts, and a movie club." Continuum's residential programs have also been tasked with employing creative measures. Programs with positive COVID cases have obtained tablets for clients who are quarantining in their rooms or apartments. This technology enables them to continue engaging in groups and services within the program as well as with outside providers. The tablets

have provided quarantined clients with a much needed outlet and continued connection to providers and the community.

While virtual services may not be a long-term replacement for in-person services, it enables providers and staff with a way to check in on clients' health and safety and offer them support. Staying connected to others while social distancing is tough for us all, but maintaining the connection to supportive services is an essential lifeline for Continuum's clients who are rebuilding their lives during these challenging times.

#### Sources:

CDC (2020). Trends in the Use of Telehealth During the Emergence of the COVID-19 Pandemic — United States, January–March 2020. Retrieved 2020, Jan, from <a href="https://bit.ly/39sA3Ec">https://bit.ly/39sA3Ec</a>

Healthcare Finance (2020). *Behavioral health providers embracing telehealth during the COVID-19 pandemic*. Retrieved 2020, Jan from <a href="https://bit.ly/3t6kKJh">https://bit.ly/3t6kKJh</a>

# **Creative Corner**



Nick, from Continuum's Employment Apprenticeship Program, has been creating art in a variety of mediums since 2008. Pictured to the left is an oil painting done on wax paper of the Great Wall of China.



Kim, a staff member of our Oregon Road program for clients with developmental disabilities, is pictured model-

ing a matching mask and purse set she made with a resident. The client gifted the set to his mother for Christmas.

Jennifer, a client with the Community Integration Program, did a ton of creative projects to maintain her wellness during quarantine. Above, she's pictured creating homemade lip gloss. Bottom right image is one of many items she tie-dyed.



## The Work We Do

OT EVEN A pandemic can stop us from expanding our mission, helping people who are challenged with mental illnesses, intellectual disabilities, and/or struggling with addiction to rebuild a meaningful life and thrive in the community.

Here are just a few of the new things we've been up to:



#### **Racial Justice Task Force**

Close to 30 employees have joined Continuum's Racial Justice Task Force. The team meets monthly to learn, exchange ideas, and ultimately help Continuum find ways to ensure we live up to our values and foster an even more supportive and racially just culture for employees, clients, and the communities we serve. Meanwhile, we continuously add new resources to our website to help all of us learn and be inspired to cultivate a more antiracist world: www.ContinuumCT.org/AntiRacism.

Employees may join the task force by emailing dsticht@continuumct.org.

#### **Exclusive START Model Certification**

Continuum of Care has been exclusively selected to be the organization in Connecticut to become trained and certified for START Coordination, and will ultimately be able to train other qualified providers to learn to

use the model for crisis intervention with their clients of all ages. The START Model is a person-centered, solutions-focused approach that employs positive psychology and other evidencebased practices. The comprehen-



sive model of service supports and optimizes independence, treatment, and community living for individuals with an Intellectual Developmental Disability (IDD), including Autism, and behavioral health needs. Currently, providers in only 10 states across the US have been trained and certified as START Coordinators, utilizing a method of community based tertiary care crisis intervention for individuals with IDD and behavioral health needs.

# **Expanded Services for Veterans**

We are tripling the size of our Veterans program! Continuum's Veterans Recovery Support Program is a collaborative effort with local clinical providers and the Veterans Hospital that offers crisis stabilization beds (for 10-21 days) alongside outpatient clinical care and day services as a shortterm alternative to psychiatric inpatient care. The program provides residents with a comfortable, peaceful home-like environment and assists them with a successful transition to the community while maintaining their clinical and community supports. We currently serve approximately 100 Veterans each year, but the VA has requested that we expand our capacity. Sometime this summer, we will open a second facility for Veterans services in New Haven, and ultimately help between 250 and 300 Veterans to begin to rebuild their lives each year.

#### New Forever Home for 3 Special Ladies from Rhode Island

The State of Rhode Island Behavioral Healthcare, Developmental Disabilities and Hospitals (BHDDH) reached out to Continuum because of our experience and reputation for being able to provide highly effective housing and specialized services for individuals with complex dual diagnoses (i.e., mental illness and intellectual disabilities). BHDDH needed to place three of their special young women for whom they were unable to find adequate housing and expert services in Rhode Island. We enthusiastically said "yes" after meeting the women who require extensive support, and moved quickly to start the process. As of this month, we are fully staffed, the ladies have moved in, and we are pleased to see how well they are adjusting to their new forever home.



# CT Leaders Visit Continuum for CARES Act Coronavirus Relief



In October, Senator Richard Blumenthal, Lt. Governor Susan Bysiewicz, and Congresswoman Rosa DeLauro visited Continuum's Crisis and Respite Services program to see how we used our CARES Act coronavirus relief funding. Bysiewicz and DeLauro noted that Continuum provides cost effective mental

health care that is especially needed during this global pandemic. Continuum is so grateful to receive funding that helps us keep people safe and employed as we deliver our critical mental health services.



# Protecting Clients & Staff with the COVID-19 Vaccine

Continuum was fortunate to get the opportunity to get COVID vaccines for our staff and clients. Pictured is one of our employees getting her first dosage of the Moderna vaccine. Disha says she is grateful to be able to do her part to stop the spread of COVID-19.

# Hobbies to do at Home

THE CORONAVIRUS OUTBREAK hit all of us hard, and now the vast majority of people are staying at home a whole lot more. The problem is, staying at home can get a bit uneventful. Hang in there. If you're looking for good ways to "kill time," check out these creative do-it-yourself projects and crafts that will keep you productive and boredomfree in and outside of quarantine.



**CREATE YOUR OWN GREETING** CARD using family photos, old drawings, or your own design. Online editing software makes the process much faster, enabling you to select from a wide range of pre-made designs. You'll have fun creating and the recipient of your card will treasure your thoughtfulness. Check out Canva.com for digital designs and The Spruce Crafts (https://bit.ly/35XBFnb) for ideas for handmade cards.



WRITE IN A JOURNAL to document your everyday life during the pandemic. Write down the latest news, what's happening in your home, and how you feel. Writing down your feelings will help you process the complex emotions provoked by the stress of the pandemic. Your journal can help you reflect on your experiences, and serve as inspiration to persevere during tough times. These journal prompts will inspire you to put pen to paper: https://bit.ly/3bXkt3v.



PLANT A GARDEN — Just grab a few basic gardening tools and seeds for veggies and spices at your nearest store or online. If you don't have a backyard, you can still plant them in your home. Place your plants near the window and watch them grow and beautify your space, little by little. Apartment Therapy has great tips on bringing your garden indoors: https://bit.ly/3c0UZnt.



**GET MOVING** — While virtually any type of physical activity can boost your mood, pursuing a type of movement you enjoy will make you look forward to each sweat session. Dance is an excellent option because it can be as simple as putting on your favorite tune and dancing around your living room, or you can challenge yourself to learn technique with a class. Dance serves as "moving meditation" as it enables you to free yourself from your overactive mind and fully inhabit your body as you focus on the present moment. Dance Magazine has a great list of online dance classes: https://bit.ly/3qDDNIR.

**CHEF IT UP** — It's widely believed that certain foods can improve physical and mental health, but the act of cooking has also been linked to anxiety and depression relief. Preparing a meal requires focusing on the task at hand, and chopping, stirring, and sautéing can be downright meditative. One key to keeping cooking fun is trying new ingredients. Look for recipes that incorporate foods known for their depression and anxiety-busting benefits. WebMD suggests plenty of antioxidants and protein, "smart" carbs, B vitamins, and omega-3 fatty acids. This site has 26 recipes that will boost your mood: http://bit.ly/3e73caP.



# Do Good. Support Life.



OVID HIT US HARD. Expenses to keep our clients and staff safe are very high. Until things go back to normal, our capacity to fundraise is extremely limited. Anything you can do to support our work of rebuilding lives is very helpful and appreciated.

So Many Ways to Give

www.ContinuumCT.org/DONATE



One-Time Donation Make an immediate impact



automatic Monthly Giving Easy automatic giving in installments



Planned Giving Leave a legacy



# In Honor of a Loved One

Show your love and make a gift to support vulnerable people in need

# Mark Your Calendars MAY 4-5, 2021

A 36-hour, online-giving event to support local nonprofits





Continuum is looking forward to participating in the The Great Give® 2021, an annual 36-hour, community-wide fundraising event. In 2020, we witnessed the power of community as people really stepped up to provide support in a time of global crisis.

Now, we have a chance to prove again how much good can be done with seemingly so little.

You can support our campaign by visiting thegreatgive.org and donating on May 4 - 5. Or you can give early, starting April 23.

Stay tuned for information on joining our fundraising competition for a chance to win prizes...

There will be increased communications leading up to The Great Give®. Please bear with us until the campaign ends on May 5.



109 Legion Avenue New Haven, CT 06519

www.ContinuumCT.org/Donate



The moment anyone tries to demean or degrade you in any way, you have to know how great you are. Nobody would bother to beat you down if you were not a threat. - Cicely Tyson

#### **Newsletter Committee**

Deborah Cox Lauren DalSanto Dominique DeCilla Debra Sticht Janday Wilson

Contributor: Rista Luna ("Is It Over Yet?")

Stay Tuned...

We are looking forward to hosting our 2<sup>nd</sup> Annual Holiday Bazaar in either late November or early December. Look out for updates, and vendor and sponsorship opportunities at:

www.ContinuumCT.org/ Bazaar



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