



Barnstable County Department of Human Services

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Mission Statement: To plan, develop, and implement programs which enhance the overall delivery of human services in Barnstable County, to promote the health and social well being of County residents through regional efforts designed to improve coordination and efficiency of human services, and designed to strengthen the fabric of community care available to all.

The primary functions of the Department are to convene diverse stakeholders, foster collaborations, collect data and conduct needs assessments, mobilize community action to respond to identified needs, and be the central point for dissemination of information among the human services providers in the region.

In support of its mission, the Department of Human Services provides administrative support and leadership on regional groups and coalitions including the Cape Cod and Islands Community Health Network (CHNA), the Regional Network to End Homelessness, and the Cape and Islands Suicide Prevention Coalition.

Barnstable County Health and Human Services Advisory Council

In 2004, pursuant to an Ordinance proposed by the County Commissioners and adopted by the Assembly of Delegates, the Department convened an advisory group made up of representatives of numerous County health and human services consortia and networks. The Barnstable County Health and Human Services Advisory Council, in conjunction with the Barnstable County Department of Human Services, is responsible for providing advice concerning the human service needs of Barnstable County.

In order to achieve broad representation on the Advisory Council, a representative and alternate will be solicited for appointment from County-wide associations and collaborative networks, working groups, and task forces, in the areas of healthcare services and human services, including, but not limited to:

Barnstable County Council for Children, Youth & Families (BCCCYF)

Barnstable County Human Rights Commission

Cape & Islands HIV/AIDS Service Coordination Collaborative

Cape & Islands Regional Domestic Violence Council (CIRDVC)

Cape & Martha's Vineyard Community Health Center Network

Cape Cod Council of Churches
 Cape Cod Healthcare
 Cape Cod Hunger Network
 Cape Cod Neighborhood Support Coalition
 CAREER Collaborative
 Community Action Committee of Cape & Islands (At large)
 Community Benefits of Cape Cod HealthCare
 Community Coalition of CC
 Community Health Network Area (CHNA)
 Consumer
 Disability Network
 Grant Makers Collaborative
 Regional Network to End Homelessness
 Legal Aid Coalition of SE MA
 Lower Cape Councils on Aging
 Mid Cape Councils on Aging
 Power In Aging Collaborative
 Substance Abuse/ Behavioral Health System
 Town Health Agents Coalition
 Tri County Collaborative for Oral Health Excellence
 Upper Cape Councils on Aging
 Upper Cape Health & Human Services
 Wampanoag Tribal Health Center

In FY 2010, the Department focused on several key projects:

Healthy Connected Cape Cod

With support from the Health and Human Services Advisory Council, the Department began a new initiative called Healthy Connected Cape Cod. The goal of this three project is to build a healthier community on Cape Cod through community engagement, collaboration, providing information and resources that promote improved quality of life, social connections, and healthy behaviors among all residents of Cape Cod. Data collected over the last five years in Monitoring the Human Condition indicate that hunger and mental health are consistently ranked as two critical concerns in our community. Year one of the project will focus on “Healthy and Happy Eating for All”. The vision of “Healthy and Happy Eating for All” is for Barnstable County residents to increase their knowledge of nutritionally sound healthy food, increase awareness of existing community based food and nutrition programs, and increase participation in food centered social experiences. Happy and Healthy Eating was launched on Martin

Luther King Day with AmeriCorps and a region wide food drive that also focused on educating donors on making healthy donations. In addition, the Advisory Council helped develop a special section of the Department’s website that leads to a region wide directory of Cape Cod food and nutrition-related programs and services, through the Cape Cod “Healthy and Happy Eating For All” Resource Directory. Descriptions and contact information for hundreds of Cape Cod resources are included in this unique Directory. Directory entries are arranged by topic and by geographic region, making finding information on needed resources quick and easy.

Mass 211 Information and Referral System

MASS 211 is a collaborative project of the Department with The Cape and Islands United Way. As a way to increase efficiency, decrease duplication of effort and create a comprehensive, user friendly web based information and referral database the Department is working with the United Way on implementing the 211 system for the region. With funding from the CHNA 27 for staffing and a full time AmeriCorps Vista, the department has conducted a region wide public education campaign, trained hundreds of county residents and human service personnel, and provided technical assistance on how to use the 211 system.

Regional Network to Prevent Homelessness

The Department, on behalf of the County, acts as the convening agency for the Network. With a \$ 765,000 grant from the Department of Housing and Community Development and the Interagency Council for Housing and Homelessness, the Network implemented innovative strategies to reduce homelessness. The Department acted as the fiscal agent for the Regional Network ICHH grant and administered \$422,000 in homelessness prevention grants to providers in the region.

The Suicide Prevention Coalition

The Department has worked closely with members of CHNA 27 to secure funding from the Department of Public Health to create the Cape and Islands Suicide Prevention Coalition to address the serious problem of suicide in our region. On the Cape and Islands, the suicide rate is one-and-a-half times the state average and outnumber homicides 6:1 (Massachusetts

Department of Public Health). The Coalition is utilizing a public health approach to implement a comprehensive prevention strategy that will identify risk factors, train gatekeepers, and raise public awareness of the problem and work to ensure proper referral for treatment.

Post Traumatic Stress Response Team

The Director of the Department acts as the Incident Commander for the Post Traumatic Stress Response Team formed by the Department of Mental Health to provide postvention services and psychological first aid after a suicide completion. Services are offered to individuals, survivors who have lost a loved one to suicide, schools and communities. The Department maintains the contact database and activates the team if services are requested. Clinical services are coordinated by the Department of Mental Health.

Health and Human Services Clearinghouse

As part of its strategic plan, the Department launched its new website www.bchumanservices.net that acts as clearinghouse for health and human service information. Working with the County IT department, the website incorporates accessible design in order to be in compliant with the ADA and accessible to people with disabilities.

In addition to the website, the Department disseminates a wide range of information through publication of a bi-weekly e-newsletter. The e-newsletter informs the health and human services community of upcoming events, trainings, grant opportunities, resources, and opportunities for capacity building.

Americans with Disabilities Training

As the ADA Compliance Coordinator for the County, the Director, in partnership with the Department of Public Health, the Department of Mental Health, the Mass Commission on the Deaf and Hard of Hearing, hosted its first ADA conference in the fall 2009, called "Its More Than Ramps". Attended by over 100 people the event promoted compliance with the ADA and increased access to the community for people with disabilities. In addition, partnering with the Department of Public Health, the department published and disseminated hundreds of educational handbooks on how to hold an accessible meetings and how to make print publications accessible.

The Department provided training materials to other County Department on use of the MASS RELAY 711 system for people with hearing impairments and on how to use a TTY/TDD.

Information Services

In 2010 the Department published an Executive Summary of "Monitoring the Human Condition" for the period 2004-2009. The Department worked with the Barnstable County Health and Human Services Advisory Council to analyze the needs assessment data and develop strategies to increase access to services, along with action steps to recommend to County and local officials to achieve these strategies. Led by the Department's Data Analyst, the Information Services Section undertook a number of initiatives and services for the Cape's health and human services community during FY10.

Human Services Data Bank Resources Library:

The Library holds hundreds of health and human services-related documents, research reports, and study findings. Subject and keyword indexing of the computerized Library Catalog provides researchers with fast and accurate access to relevant facts, figures, and statistics about health and human service conditions on Cape Cod.

The Data Bank Resources Library collection benefits from the ever-expanding range of data and statistical information available over the Internet. For example, we are able to access detailed Cape Cod health status information, vital statistics, and local demographic statistics over our link to databases of the Massachusetts Department of Public Health's Massachusetts Community Health Information Profile (MassCHIP) system.

Information Services Data and Statistics Web

Site: Information Services maintains a Data and Statistics section on the Department's web site that makes available on a 24-hour, 7-day basis, data and statistical information as well as links to hundreds of Internet-based sources of facts, figures, and graphs of information regarding the human condition of Cape Codders. This venue also provides the major distribution method for the data and information developed as a result of the five years of data collection in Monitoring the Human Condition 2004-2009.

Technical Assistance: In addition to the projects and programs described above, the Information Services

Section provided technical assistance to a number of County and municipal departments, public and private health and human services provider agencies, grant writers, community coalitions, educational institutions, charitable organizations and foundations, and individuals from all across Cape Cod. Through active involvement in numerous surveys and focus group discussions, Information Services staff continue to be an important provider of technical assistance for research concerning the human condition of the residents of Barnstable County.

Key topic areas for which Barnstable County data are routinely collected include:

Children and Families

Demographics

Education and Training

Employment

Health and Healthcare

Housing

Income Security

Life Skills (Life-Long Learning)

Public Safety

Quality of Life

Seniors and Elders

Transportation

Monitoring The Human Condition data, including annual trend lines, are made available by the Department online, in printed reports, and on CD-ROM. Each year hundreds of CD-ROM copies of Departmental publications were distributed. The latest research findings report is available on the Department's web site at www.bchumanservices.net under the Data & Statistics, PUBLICATIONS heading. To request a CD-ROM copy of the latest Report please call (508) 375-6628.

Seniors/Elders on Cape Cod: In 2010 the Department published Cape Cod Senior and Elder Residents in the 21st Century, a Summary of Findings. Survey findings data have been presented and discussed with the Cape's public officials, with senior/elder advocates, and have been distributed widely within the community. These data are expanding our knowledge of the "human side" of the Cape's rapidly growing older population and to help clarify human needs associated with aging here on Cape Cod.

Barnstable County Human Rights Commission

In October of 2005, Barnstable County created the Human Rights Commission to address Barnstable County Annual Report FY 2010

discrimination, equal rights, and equal access in Barnstable County. The Barnstable County Human Rights Commission promotes equal opportunity in housing, employment, education, public accommodations, Town and County services, insurance, banking, credit and health care for all persons in Barnstable County regardless of race, color, religious creed, national origin, sex, age, ancestry, sexual or affectional preference, marital, family or military status, source of income, neighborhood or disability.

The goals of the Commission are:

To promote and protect the basic human rights of all persons in Barnstable County;

To enlist the cooperation and support of racial, religious, ethnic, civic, fraternal, benevolent, and private and public agencies in eliminating unlawful discrimination, and cultivating and atmosphere of mutual understanding of the County's cultural and social diversity;

To promote community awareness and understanding of the County's diverse cultures through education and community action; and

To provide the public with a forum to identify and address human rights violations within Barnstable County and, where possible, to assist in the resolution of complaints of human rights violations.

The nine members of the Barnstable County Human Rights Commission are:

Elizabeth Swanson-Goldberg, Chair

Michael Medeiros, Vice Chair

Andrew Murray

Robert Freedman

Paul Houlihan

Rev. Malcolm McDowell

John Reed

Stephen Whitmore

Camilla DeOliveira

Dr. Jacqueline P. Fields, Emeritus

Supporting the work of the BCHRC is a sixteen member Town Representation Council, composed of one citizen representing each of the fifteen towns, as well as a representative from the Mashpee Wampanoag Tribe and a part time coordinator.

Conclusion

Barnstable County Department of Human Services plays a crucial role in facilitating communication,

collaboration, and coordination of human service providers on Cape Cod. The coordination of human services in conjunction with the collection of data from the community provides Barnstable County guidance in setting priorities for needed human service activities.

Our goal is to function as effectively and efficiently as possible in providing coordination and needs assessment data to local human service providers helping them be more effective in their service provision. We are pursuing this goal by helping to build healthy communities that are responsive to the needs of all people living in Barnstable County.