



clifford
beers

MOVING FORWARD

IMPACT

In the outpatient clinic, for FY18 Clifford Beers served 1,890 individuals -- *an increase of 28% over FY17!*

Service & Commitment: Karen DuBois-Walton



Karen DuBois-Walton

Since 2005, **Karen DuBois-Walton** has served on Clifford Beers' Board of Directors (president, 2014-2017), and over that time she has seen and led many initiatives including the

Centennial Celebration, Wraparound New Haven, New Haven Trauma Coalition and the Marne Street Clinic (MSC) pilot. Karen recently talked with us and shared her thoughts on the agency's progress.

Q. In a 2014 interview, you stated that Clifford Beers wanted to advance its leadership position in the field of trauma. Do you believe we achieved that goal?

A. The agency has come so far in such a short period. I remember having several conversations about the notion of trauma and reaching schoolchildren. Those conversations developed into

partnerships, expansion, and more funding for services. Clifford Beers is a community resource and a model for what others can do around trauma-informed care. It's great to see.

Q. Clifford Beers focuses on addressing trauma and delivering whole-family/whole-person services. What role did Wraparound New Haven play in getting to the agency's current model of care?

A. In 2014, we seized a big funding opportunity to test the way

we deliver services that were inclusive of all the family's needs -- medical and behavioral and community-based. It was a big lift, but we did it! Since then, Clifford Beers has made many successful strides to expand the wraparound/integrated approach such as opening MSC -- a true testament to growth and the impact of Wraparound New Haven.

Q. What are your thoughts on the collaboration with the Child Guidance Center of Mid-Fairfield County?

A. It is exciting to see Clifford Beers exploring various ways to spread the model of care. By working with the Center, we can deliver the highest quality of care to both communities. This is one tool in the toolbox to move forward.

Q. Karen, why are you so dedicated to supporting Clifford Beers?

A. I am a firm believer that Clifford Beers is shifting the way

providers are thinking, and it is a real leader in delivering care. I live by a general principle: *create opportunities for others*. To me, Clifford Beers represents hope and opportunity for families, and my support of its mission is another way for me to create an opportunity for another family.

I live by a general principle: create opportunities for others.

- Karen DuBois-Walton



A beautiful braid: the final product from dad's hair lesson!



Luz Ramos-Ortega is all smiles!

A few weeks ago a father in our care came to us and said, **"I want to learn to do my daughter's hair. Will you show me how to do it?"**

One of Clifford Beers' many dedicated community support workers, **Luz Ramos-Ortega** (pictured below), was happy to teach him.

The dad was thrilled!

"I thank Luz every time I see her for teaching me how to do my daughter's hair," he said. "I haven't mastered the braid yet, but I can make awesome pig tails and my daughter is happy."

Learn more about this and other meaningful touches at www.cliffordbeers.org/LuzBraidsHair.

Growth and Change Because of YOU!

You are AMAZING! You are making SO MUCH possible!

Did you see the great cover statistic? We are reaching more folks who need us, and **that's because of you!!**

Among our largest growth steps is, of course, our wonderful new affiliation with Child Guidance Center of Mid-Fairfield County (see insert for more information), but it doesn't stop there. Things are movin' and shakin' across the agency -- all for the betterment of children, families and communities! Here are a few highlights:

• OPEN ACCESS "WALK-IN"

HOURS: We heard from families. They told us they need flexibility in accessing care, and you made it possible for us to respond! After piloting

and exploring different ways to configure those hours, today Clifford Beers offers families three full days of walk-in access (Monday, Tuesday, and Thursday). In an effort to maximize resources, walk-in hours are staffed in part by clinicians from the Clifford Beers crisis team. Note: Rest easy knowing that we have designed walk-in staffing to ensure enough clinicians remain available to respond to crisis calls at any given time!

• 1575 BOSTON POST ROAD EAST

-- **THE NEW SHORELINE CLINIC LOCATION:** As you know, trauma knows no geographic bounds. Urban, suburban and rural communities all experience trauma, and the

Connecticut Shoreline is no exception. The agency's new location is now conveniently located just off I-95 Exit 57, and it is a bright, sunny space that welcomes children and families in need of care. The move will allow more services to be offered to Shoreline families; for example, plans are underway to offer some open access "walk-in" hours (presently, all walk-in appointments occur only at our Edwards Street location).

• TRAUMA TRAINING & PROFESSIONAL DEVELOPMENT:

It seems that, at times, we cannot keep up with demand! In addition to our work in New Haven, we have ongoing training arrangements with a wide range of districts including Stratford, Enfield, Norwalk, Hamden, and Tolland. Of the many points of growth, this

one is particularly meaningful. In schools we can work with teachers and administrators to promote a real shift in thinking. When teachers think *What happened to my student?* and not *What's wrong with my student?* the response to problem behavior can be support instead of discipline. Support can have lasting effects that allow students to improve their well-being and behavior -- plus, when behavior improves, teachers get to focus on teaching!

None of this is possible without YOU! THANK YOU for giving us the means by which we can grow and change in ways that will help more children and families!!!



The reception area inside the new Clifford Beers Shoreline Clinic, Guilford, CT.

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Your decisions now can change a life.

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Hello, Friends--

Are you surprised to see this edition of our IMPACT newsletter devoted to growth and change?!

I imagine not!! As you know, your support makes it possible for Clifford Beers to expand and redirect in ways that truly benefit children and families. There are so many examples of what you've done to make this happen: adding the Child Guidance Center of Mid-Fairfield County (Norwalk, CT) to our "Clifford Beers Health" family; moving our Shoreline office to a bright, new and easily accessible space in Guilford to accommodate more families while also expanding services; bringing psychological testing to our Marne Street Clinic to allow families to pinpoint the issues that need solving. And so many more!

Please enjoy some moments reading about all the good your support is doing. It's very exciting, and it only happens because of YOU! Please know that each step, each advance, each measure of growth and each inspiring change is the result of your kindness and compassion for those who need someone like you to believe in them.

Warmly,



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THE
DATE**

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A Global Day of Giving

November 27, 2018
www.cliffordbeers.org



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