

Crossroads News

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PROGRAM MISSION

To assist individuals who have a severe and persistent mental illness with developing the skills and supports necessary to live, learn, or work in the community of their choice with the least amount of intervention from the mental health system.

PROGRAM GOALS

- To treat each consumer with respect and as an adult.
- To assist each consumer in determining personal goals and to actively participate in his or her recovery planning process at the program
- To help each consumer manage his or her illness(es) in order to prevent psychiatric hospitalization.
- To help each consumer gain the skills necessary to live, learn and work in the community as independently as possible.
- To provide emotional, educative and case management supports in a safe, clean, dignified and therapeutic treatment environment.
- To affirm each consumer's strengths and abilities and to foster a sense of community and social support at the program.

Featured Employee this Issue *By Michael T. DiMarco*

Emmanuette M. Nagbe, BA, MICA & Benefits Specialist



Emmanuette has been with Crossroads since December of 2004. She is the senior MICA specialist for the program and has completed all the necessary core courses for the CADC. Emmanuette is currently waiting for her New Jersey state certifications from the NJ Department of Human Services. She has also been the senior counselor in charge of benefits management at Crossroads for the same period of time.

Emmanuette was born in Monrovia, Liberia, Western Africa. She was educated in Liberia and attended Cuttington University College in Monrovia. Locally, she received her BA from Richard Stockton University in Pomona, NJ. Emmanuette has significant experience in the field of human services. In her native homeland of Liberia, she worked for the United Nations. Her UN responsibilities included managing sponsored projects that aided those in need of income and personal development. She also worked for the Roman Catholic Church and the Arch Diocese of Liberia as an administrative officer. Emmanuette was in charge of budgeting and quality control for church funds delegated to emergency projects in the country of Liberia including the populated regions of Monrovia, Gbranga & Plebo. These emergency projects responded to all people in need of emergency assistance, shelter, food, medication and education for a twelve month period.

Emmanuette has spent the last eight years working in various healthcare programs in New Jersey and she has been employed at Crossroads for the last 4 years. Emmanuette maintains a caseload of 15 consumers at Crossroads runs many groups with an emphasis on MICA & housing and coordinates several projects as well. As the housing specialist at Crossroads, Emmanuette acts as the liaison between the board of social services and our consumers in need of shelter. She is also responsible for coordinating our monthly client trips to the Atlantic County Food Bank. In her spare time, she also volunteers as an aid with the Mental Health Association of Atlantic County and works with the ICE program, Individuals Concerted in Effort. ICE has been in existence for over two decades. The center offers a variety of recreational activities, self help groups, individual advocacy and education/training.

Emmanuette's mantra is to help those in need and work hard for others despite cultural differences. Emmanuette enjoys working with people and Crossroads is lucky to have her.

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Mental health crisis in ERs statewide

A shortage of psychiatric beds is taking a toll on medical patients and hospital personnel

By LAWRENCE RAGONESE, STAR-LEDGER STAFF

A rising number of severely mentally ill people in need of psychiatric commitment is overwhelming emergency rooms statewide, stressing hospital staffs and budgets, and violating patients' rights, according to medical and mental health professionals.

A lack of available psychiatric beds, especially for short-term care, has turned emergency rooms into holding areas for in-crisis patients with no place else to go, officials said.

In some emergency rooms across the state, as many as 25 percent of beds are occupied by psychiatric patients waiting for placement, the New Jersey Hospital Association reported last week.

"Concerns you are hearing from emergency room professionals are right on all counts," said Kerry McKean Kelly, spokeswoman for the association. "It's a problem that needs to be addressed for the sake of the patients."

The medical and psychiatric community in Morris County recently issued a "white paper" to mental health and state officials asking that the state address the backlog of psychiatric patients, which has worsened over the past three years.

Mental health professionals and state officials say the problem is the result of a combination of factors: increasing state population, efforts to downsize state hospitals; the closing of some general hospital voluntary psychiatric units to make space for more lucrative specialties, such as cardiac care units; and a lack of affordable housing for former state hospital patients.

The white paper — a collaboration of Morristown Memorial, Saint Clare's and Chilton Memorial hospitals, plus county mental health agencies and county jail officials — identified a host of systemic problems, including:

- Insufficient beds to meet growing psychiatric needs.
- Failure to hold and treat clients in a safe, secure environment, which violates their right to dignity and privacy.
- Planned downsizing of available beds in the state mental hospital system.
- Difficulty in moving forensic cases — psychiatric patients with legal charges or violent criminal histories — to appropriate state settings.

POTENTIAL FOR DANGER

These points struck a sympathetic chord with mental health officials statewide.

"I agree with what they are saying. The system has never been the right size in terms of patient capacity," said Bob Davison, executive director of the Essex County Mental Health Association. "The system is backed up and, definitely, the forensic system isn't big enough to handle the state's needs."

The white paper called the practice of "stacking" in-crisis psychiatric patients in emergency rooms, partitioned only by thin curtains from medical trauma cases, potentially dangerous.

"These patients cannot receive adequate treatment, medication monitoring or counseling," according to the document. "There is increased risk of clients 'acting out behaviors' caused by this environment. It also leads to increased risk of assault of hospital emergency room staffs. Plus, there is potential for 'elopement,' which can cause security problems for the hospital and local community," according to the paper.

Morris County Mental Health Coordinator Laurie Becker, who participated in creating the white paper, said there have been some cases in which psychiatric patients have spent seven or eight days in emergency rooms waiting for placement in her county.

"Certainly, a person with a heart attack would not be handled this way," said Becker. "But persons in distress that involves mental health don't always get the treatment they deserve."

Distressed psychiatric patients who come to emergency rooms are examined by ER doctors and hospital psychiatrists, who attempt to stabilize them. But those who require more substantial care and placement in state institutions can find long waits in the screening process and even longer waits for beds.

"It's quite a challenge to our system, taxing on our resources," said Thomas Zaubler, chairman of the psychiatry department at Morristown Memorial Hospital. "We do the very best we can to meet their needs. But they require full-time psychiatric care, not to wait a few days in an emergency room."

MORE PEOPLE, BIGGER PROBLEM

It is especially difficult to move patients with criminal charges or violent backgrounds to an appropriate setting at the state's most secure psychiatric facility, Anne Klein Forensic Center in Trenton, which has a 10-day waiting period for placement, according to officials. Many troubled patients instead are held in emergency rooms under police guard, causing safety problems and running up police overtime costs, officials said. Others who are incarcerated are held over, without proper mental health care, at county jails, they added.

Assistant State Human Services Commissioner Kevin Martone said his agency is aware of the situation, which is particularly severe in South Jersey, and is working on several fronts to deal with it. He said there has been greater population growth in some South Jersey counties, which has outpaced the addition of needed psychiatric beds.

There are 342 short-term care beds statewide for persons in need of involuntary commitment, who are considered a danger to themselves or others, according to the state Division of Mental Health Services.

The state is reviewing how many more short-term care beds are needed and where to locate them and is trying to find hospitals willing to partner with the state in adding these beds. These would provide shorter-term care, from several days to a few months. Patients could be stabilized without placement in state institutions, freeing up emergency room beds.

But such an expansion would require more money or a reallocation of state funds, Martone said.

A \$20 million mental health subsidy fund pays for the short-term care system statewide. To add beds without boosting that fund would mean hospitals would receive lower reimbursements for each patient added to the system, he said.

Meanwhile, the state is working on a community care project to provide more expansive and comprehensive outpatient services statewide that could prevent patients from flooding emergency rooms.

"Prevention is the key," said Martone. "But while we are working on that effort, we must ensure the infrastructure is in place to adequately meet the needs of our clients."

TIME IS OF THE ESSENCE

The white paper also was critical of the admissions process to Anne Klein Forensic Center and other state psychiatric hospitals, including Ancora, Greystone, Hagedorn and Trenton psychiatric hospitals. It called the system cumbersome — taking too long to process patients, adding to the backup. Administrators at state hospitals, it said, are not responsive to admissions requests, especially "after hours" and on weekends and holidays.

"We are all frustrated by this situation," said Jean Zaccone, vice president and chief nursing officer at Saint Clare's Hospital in Morris County. "Patients' rights and safety are at issue here. These patients are going through very stressful times and need proper and timely help."

The white paper and mental health experts offered a host of recommendations to improve the situation:

- Add more beds to mental health screening centers
- Streamline the admission process to state hospitals
- Implement a backup plan for when beds are not available at Anne Klein Forensic Center
- Streamline communications between local hospitals and state facilities
- Create intermediate-level beds for those who have "decompensate," and need help for a few days to a few months
- Make the state assume or share costs incurred by hospitals when involuntary patients are forced to wait in emergency rooms for extended periods

The paper also suggested reevaluating the pact between Morris County and the state, which prohibits criminal and violent patients from being sent to Greystone Park Psychiatric Hospital.

Martone said his agency is working with the mental health community to deal with these issues. For example, he said a new 34-bed unit will open by late summer at Trenton Psychiatric Hospital for patients who normally would go to the Anne Klein Forensic Center, but who would not need such an intense level of care.

"Our goal is to create the most accessible and quality system of care (for) folks in need. But it has to be done within the resources given to us by the Legislature," said Martone. "That is a challenge."

Lawrence Ragonese may be reached at lragonese@starledger.com or (973) 539-7910.

GRAPHIC CAPTION: <http://wawa.starledger.com/slimages/20070513p21j.pdf>

Etc. BOX: TAG: sl2007-464740ef54

URL: taxis/search/story.html?table=sl2007&id=464740ef54>Mental health crisis in ERs statewide

THE STAR-LEDGER

Short-term Care Facilities

Designated facilities statewide by region

NORTHERN HOSPITAL BEDS

Bergen Bergen Regional Medical Center	40
Essex UMDNJ-University Hospital	12
Essex Newark Beth Israel Medical Center	12
Essex East Orange General Hospital	18
Essex Mountainside Hospital	4
Essex St. James Hospital	6
Hudson Jersey City Medical Center	20
Morris St. Clares Hospital	18
Passaic St. Mary's Hospital	15
Sussex Newton Memorial Hospital	2

CENTRAL

Hunterdon Capital Health System -	Fuld 1
Hunterdon Princeton House	2
Middlesex Princeton House	12
Middlesex Trinitas Hospital	6
Mercer Capital Health System -	Fuld 12
Mercer St. Francis Medical Center	7
Monmouth Monmouth Medical Center	16
Monmouth CentraState Medical Center	7
Ocean Kimball Medical Center	20
Ocean Jersey Shore Medical Center	3
Somerset Princeton House	7
Somerset St. Francis Medical Center	5
Sussex Newton Memorial Hospital	2
Union Trinitas Hospital	15
Union Muhlenberg Reg. Medical Center	8

SOUTHERN

Atlantic Atlantic City Medical Center	20
Burlington Lourdes Medical Center	10
Camden Kennedy Memorial Hospital	16
Cape May Atlantic City Medical Center	4
Cumberland So Jersey Hospital System	13
Gloucester Underwood Memorial Hospital	6
Salem South Jersey Hospital System	3

TOTAL BEDS 342



*Serving the
Mental Health
Community of
South Jersey
since 2003.*



Crossroads Joins Clean Communities And The Adopt A Road Program

By Michael T. DiMarco

Crossroads Partial Care Program just recently adopted a local roadway in Egg Harbor Township, NJ this summer. Crossroads will now be responsible for Canale Drive, the entrance boulevard, to the business park where we are located. Canale Drive is a municipal roadway so we report our progress to the Egg Harbor Township, Clean Communities Coordinator, Donna Burger.

The focus of this project is to allow our clients to participate and understand the importance of civic responsibility and cleanliness in public life. The project is headed up by Jeffrey Bell. Jeff is one of our senior counselors and our Division of Vocational Rehabilitation (*Pre-Voc*) Specialist. The project was introduced through our treatment schedule as an aspect of our pre-vocational program and stresses New Jersey's statewide effort to clean our communities.

New Jersey Clean Communities is a statewide litter-abatement program. It's funded by the Clean Communities Act and managed by the New Jersey Departments of Treasury and Environmental Protection and the New Jersey Clean Communities Council. It's embraced by businesses, community organizations, schools and individuals who work together to keep New Jersey clean.

The Clean Communities Act, passed in 1986, was most recently reauthorized in December 2002. The Act creates a statewide litter abatement program by placing a user-fee on the manufacturers, wholesalers, and distributors of litter generating products. The user fee generates approximately \$14 million each year.

- ☐ \$4 million is distributed to towns in the form of recycling grants
- ☐ \$300,000 is distributed to a non profit organization for the implementation of statewide education related to litter abatement
- ☐ Of the balance, 80% goes to 559 eligible municipalities, 10% goes to 21 counties, and 10% goes to NJDEP-Division of Parks & Forestry

The New Jersey Clean Communities program is a three fold-attack on litter. Cleanup hold at least one day of public lands cleanup by community volunteers, Enforcement - adopt & enforce of anti-litter laws, and Education - establish an education program within the community for adults and children.

From Crossroads perspective, it is an important part of community involvement. Our intention is to enforce our role in the recovery and wellness initiative of the Division of Mental Health Services.

For more information on the Clean Communities Initiative please check out the following web sites:

<http://njclean.org/>

http://www.acua.com/about/workwithacua_dsply.cfm?id=306



Internships Available

Administrative Internship

Clinical Internship

Marketing Internship

*By Dawn Renee Warner, MA
& Michael T. DiMarco*

Crossroads has internship opportunities available for undergraduates and graduates in the human services, sales and marketing fields. Both administrative and clinical supervised field placements can be designed for students majoring in psychology, social work, education, criminal justice, etc. In addition, we are interested in exploring a relationship with a student, class or professor interested in research activities.

Partial care is a very good level of care to introduce students to the field of psychiatry, as it is a milieu based program with many opportunities to interact with chronically ill consumers. Depending upon his or her interests and experience, a student may be able to observe and/or participate in any of the following: group therapy; psycho-education groups; therapeutic activities; substance abuse therapies; individual therapy; intake assessments and case management activities. All students would receive individual supervision from a trained clinician and would be encouraged to participate in all staff in-service trainings. As for an administrative internship, we can structure an experience to allow a student to be introduced to many of the non-clinical aspects of operating a health care facility including policy writing, program development, quality improvement activities, human resources issues, billing procedures and how our program fits into the greater mental health continuum of care.

Additionally, Crossroads is attempting to develop better outcome measures to demonstrate the impact our services have on our consumers. As this is a complex project, we are open to a partnering with a student and/or research class to help develop and follow through on such measures. This is an ideal opportunity for a student studying statistics, doing research or writing a thesis.

Finally, we are also accepting internship opportunities for undergraduates in the sales and marketing fields. Because of the *for profit* nature of our corporation, we are postured to be active and diligent in our efforts to develop our business.

The marketing department is a great opportunity for an individual to learn sales, communication and relationship building techniques in a mid sized business. All students would receive individual supervision from a trained professional.

As for a marketing internship, we can structure an experience to allow a student to be introduced to the planning and implementation of our business model. A marketing intern would be introduced to the regional plan and be hands-on in the execution of the routine tasks of web site development and newsletter publication. A marketing intern would also work with the marketing staff and travel occasionally within the regional marketing area of South Jersey to help service existing relationships as well as help in the cultivation of new ones.

Through our internship program we hope to provide quality learning opportunities to budding professionals while strengthening our relationships with local colleges. We anticipate being able to accommodate several students each semester and can be flexible when structuring such experiences. For further information about the internships, please contact:

D. Renee Warner, M.A.
609-645-2500 Ext. 19
Clinical or Administrative Internships

Michael T. DiMarco
609-645-2500 Ext. 21
Marketing Internships

Magellan Health Services

By Michael T. DiMarco

Crossroads Partial Care Program is proud to announce that we have been accepted into the Magellan Health Services provider network effective September 1, 2007 for out patient psychiatric partial care services. Magellan Health Services is the country's leading diversified specialty health care management organization.

This relationship will allow us to serve a whole new group of consumers in our region. We will not be in network for *all* Magellan Behavioral Health clients, but will now be able to work in network with large private insurers like AmeriHealth New Jersey. For additional information on our affiliation please visit there web site at: <http://www.magellanhealth.com>

Crossroads currently accepts the following list of insurances and agency funding:

- ☐ Medicaid
- ☐ Private Pay
- ☐ Magellan Behavioral Health (In Network)
- ☐ Division of Youth and Family Services (DYFS)
- ☐ Independence Blue Cross and Blue Shield (In Network)
- ☐ Horizon Blue Cross and Blue Shield (Out of Network)

Please contact us and we will review the specifics of each payment option at 609-645-2500 Ext 11.



The Donald J. Sykes Award

*By Current Staff Writer- Sue Brutchey
3129 Fire Road, Suite 2
Egg Harbor Twp., NJ 08234*



(Clip borrowed from: The DOWNBEACH CURRENT – Thursday, November 1, 2007 – Page 3)



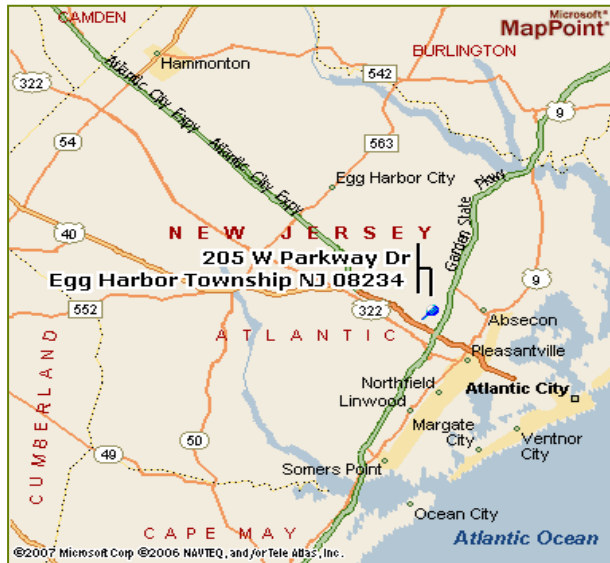
Robert Merlino of Ventnor, who was nominated by Douglas Reichert, program director of Crossroads Partial Care Program, receives his plaque from Freeholder Sue Schilling.

Disabled achievers honored

Eleven disabled Atlantic County residents who attained significant personal achievements and made a difference in the lives of others were honored Thursday, Oct. 25 at the 19th annual Donald J. Sykes Award ceremony sponsored by the Atlantic County Division of Intergenerational Services and the Atlantic County Disabled Citizens Advisory Board. The ceremony was held at the Historic Smithville Inn in Galloway Township. Held each October during Disability Awareness Month, the awards were established by the county in 1989 and eventually named in memory of the longtime community leader and former chairman of the county's Disabled Citizens Advisory Board.

About Donald J. Sykes

Donald J. Sykes was born in 1956. At the age of eight, he contracted a rare auto-immune disease called dermatomyositis. This debilitating disease necessitated Donny spending the next eight years in intense physical therapy at the Children's Seashore House and Moss Rehabilitation Hospital. Donny tried hard and never gave up but the disease continued to progress. His somewhat "off beat" sense of humor and his desire to lead a "normal" and productive life, in spite of constant pain, made people from every walk of life seek out Donny's company. Donny was an avid sports fan, and he found ways to participate from the side lines. He was involved in many community causes. He worked on the annual summer barbecue and organized softball and volleyball tournaments for the Winchell School, worked on the Maloney's Bike-A-Thon, and he organized and acted as general manager for the Bacharach Bombers, a wheelchair basketball team. He was a member of the Local Citizen's Transportation Advisory Committee and Chair of the Atlantic County Disabled Citizens Advisory Board. Shortly before his death in 1991, he was presented the Silver Sword Award by the American Cancer Society for his work in community causes. Remembered by Anne Sykes McCabe (Sister)



Directions to Crossroads:

Crossroads is located near the "*Crossroads*" of the Garden State Parkway and the Atlantic City Expressway.

Quick directions:

GSP Exit #38A to ACE Exit #9
 Right onto County Rt. 646/ Delilah Road East
 Right onto Canale Drive
 Right onto W. Parkway Drive
 First Building on the Right #205
 (Enter the second driveway - left side)

For specific directions please visit our web site at:

<http://crossroadspartialcare.com/directions.htm>



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