



*A Message from
Commissioner Brooke Doyle*

Massachusetts Department of Mental Health



Greetings staff!

It is with great pleasure that I announce our **2023 Performance Recognition Program (PRP) Citation for Outstanding Performance award winners**. DMH employees show their commitment and dedication to the individuals and families daily and the Commonwealth's PRP program is one of the ways we honor our employees' outstanding performance.

The PRP awards recognize state employees whose contributions distinguish them from their colleagues. These awards visibly highlight the consistent, positive achievements by both teams and individuals who demonstrate innovation and dedication to their work.

DMH values and promotes the wellbeing of the individuals we serve and the staff who support them. Successes of all kinds with the adults and youth we serve is possible because we value and honor our workforce and support their professional growth and success. Our staff make a significant impact in the lives of the people we serve. I am honored to acknowledge those who go above and beyond.

Additionally, there was a nomination submitted by the Northeast Area for Dolores "Dee" Ouimette, former Lynn Site Director, who retired in April prior to the launch of this year's Performance Recognition Program. The nomination could not be considered for the Governor Paul Cellucci Award for Leadership and Mentoring in State Government, but I have included some excerpts from the nomination.

Please join me in congratulating our 2023 DMH PRP Citation winners:

TEAM RECIPIENTS:

CENTRAL OFFICE AND OIM (OFFICE OF INPATIENT MANAGEMENT)

Fuller MANDT Training Team

Jean Abulin, Olubunmi Afere, Valerie Brooks, Lindsay Heightman, Alpha Jalloh, Junior Nevins, Jason Osiegbu, Christina Sexton, and Kristen Toepfer

SOUTHEAST AREA

Southeast Area On Grounds Residential Program

Agnes Acquah, Lorna Arraiol, Donna Barros, Rachelle Blaise Beauzille, Marline Brandao, Robert Carter, Anne Cathcart, Raven Chand, Eloy Chery, Jennifer Christie, Michelle Christie, Marcus Clansy, Elizabeth DaSilva, Felix Davila, Deb Debertoli, Susan Deeb, Denise DeJesus, Kristen Dewar, Deb Dion, Justin Donati, Cristina Dossantos, Yanick Ducasse, Linda Dunn, Robert Fellows, Brooke Fernandes, Sandra Flaherty, Michael Forde, Armelle Francois, Erika Garcia-Hope, Eric Gelmete, Gina Gilbert, Patricia Giroux, Johannah Goudreau, , Kristol Granville, Ulrica Hilaire, Lindsay Hovis, Armand Joly, Teresia Kariuki, Adam Kenney, John Kombo, Emmanuel Lamptey, Marsha Lapointe, Megan Larrivey, Fran Lopes, Elizabeth Lopes, Hector Morales, Gerard Pacheco, Dana Perotta, Alison Perry, Chelsey Perry, James Perry, Heidi Pilling, Joseph Pires, Catherine Reardon, Kathleen Robinson, Cassandra Rodrigues, Joseph Thevenin, Joey Thevenin, Jacqueline Thomas, Owen Uwagie-Ero, Angela Violette, Craig Violette, Sharon Walton Clemmey and Kim Webb

WESTERN MASS AREA

Needs and Means Work Group

Giancarlo Albelice, Arie Blowers, Jeff Boyd, Celeste Clerk, Cynthia Davis, Wayne Delusso, Derek Duclos, Jenisa Figueroa, Christine Fowle, Monique Loizzo, Mel Maldonado, Carissa Sinclair, Dan Sontag and Mariah Strattner

INDIVIDUAL RECIPIENTS:

CENTRAL MA AREA

Andrea Klein - South County Site Office

CENTRAL OFFICE

Beth Lucas – Mental Health Services

NORTHEAST AREA

Barbara Brandt - Metro North Site Office

Coline Emond – Essex North Site Office

Kimberly Waterman - Quality Assurance

OFFICE of INPATIENT MANAGEMENT (OIM)

Jonathan Carvalho - Inpatient Management Operations

Margaret Cooper - Dr. Solomon Carter Fuller MHC

Charles Perra - Taunton State Hospital

SOUTHEAST AREA

George Lau - Quincy Site Office

John “Jack” Quinn - Brockton Site Office

WESTERN MASS AREA

Ge Chen - Child & Adolescent Case Management

Annabelle Lim Morton – Quality Assurance

SPECIAL RECOGNITION

Dolores Ouimette

Please view the attached document to learn more about the winners!

Sincerely,

Brooke Doyle, M.Ed., LMHC
Commissioner



Massachusetts Department of Mental Health



2023 DMH PRP CITATION WINNERS

TEAM RECIPIENTS:

CENTRAL OFFICE and OIM - Fuller MANDT Training Team

Jean Abulin, Olubunmi Afere, Valerie Brooks, Lindsay Heightman, Alpha Jalloh, Junior Nevins, Jason Osiegbu, Christina Sexton, and Kristen Toepfer

The Fuller MANDT Trainers trained 90% (170) of the Solomon Carter Fuller Inpatient Direct Care Staff in a new Crisis Prevention and Safety Framework in two months' time. This training consisted of two 8-hour trainings that involved both didactic and physical skills learning. The trainers delivered this training in addition to completing their regular work assignments in these two months. It was not unusual for some of the trainers to complete their normal 8-hour shift and then train their colleagues on this framework immediately afterwards. The physical and mental toll of this work over this time cannot be overstated. Yet this group of dedicated DMH employees provided their colleagues with a much-needed training that is designed to increase safety for all, staff, and patients alike in the inpatient units.

The Crisis Prevention and Safety Framework training consisted of de-escalation skills and restraint skills, the purpose of which are to keep patients safe when they are harming themselves or others. The trainers' efforts enabled increased safety in the inpatient units at the Solomon Carter Fuller Inpatient units. This is evidenced in the decreased occurrence of physical restraints in the months following the trainings - meaning the trained staff were using their newly learned de-escalation skills to avert crisis. The lowered incidence of crisis directly translates into safety for all.

It is important to reiterate that the normal everyday responsibilities of these trainers were handled while these trainers delivered these trainings. The expectations for their everyday jobs did not change. Taking this into consideration, these trainers accomplished a monumental and essential work for DMH.

SOUTHEAST AREA - Southeast Area On Grounds Residential Program

Agnes Acquah, Lorna Arraiol, Donna Barros, Rachelle Blaise Beauzille, Marline Brandao, Robert Carter, Anne Cathcart, Raven Chand, Eloy Chery, Jennifer Christie, Michelle Christie, Marcus Clansy, Elizabeth DaSilva, Felix Davila, Deb Debertoli, Susan Deeb, Denise DeJesus, Kristen Dewar, Deb Dion, Justin Donati, Cristina Dossantos, Yanick Ducasse, Linda Dunn, Robert Fellows, Brooke Fernandes, Sandra Flaherty, Michael Forde, Armelle Francois, Erika Garcia-Hope, Eric Gelmete, Gina Gilbert, Patricia Giroux, Johannah Goudreau, , Kristol Granville, Ulrica Hilaire, Lindsay Hovis, Armand Joly, Teresia Kariuki, Adam Kenney, John Kombo, Emmanuel Lamptey, Marsha Lapointe, Megan Larrivey, Fran Lopes, Elizabeth Lopes, Hector Morales, Gerard Pacheco, Dana Perotta, Alison Perry, Chelsey Perry, James Perry, Heidi Pilling, Joseph Pires, Catherine Reardon, Kathleen Robinson, Kassandra Rodrigues, Joseph Thevenin, Joey Thevenin, Jacqueline Thomas, Owen Uwagie-Ero, Angela Violette, Craig Violette, Sharon Walton Clemmey and Kim Webb

The On Grounds program, consisting of several group homes on the grounds of Taunton State Hospital, has had multiple admissions and discharges over the last year and many of those individuals presented with unique challenges to the program staff, including a variety of acute psychiatric and substance use crises. They have interfaced with the local police and fire department in managing multiple medical and psychiatric emergencies within their program while also supporting and building relationships with all the new individuals admitted to their residences. Amid the above, the On Grounds program has needed significant physical plant

updates and have managed to support the residents' movements within the program to accommodate the repairs and continued to meet all their individual needs.

The Department of Mental Health has several initiatives involving assisting recipients of DMH services to remain in the community in the least restrictive setting possible. This involves collaborating with psychiatric hospitals and local agencies to ensure the needs of these individuals are met with ongoing consideration for their ability to remain safely in the community. The On Grounds program has admitted many individuals who were discharged from DMH intermediate care hospitals, in some instances, individuals who were in the hospital for a year or more, toward this effort, and their team has worked together and utilized creative safety planning and interventions to assist these individuals in avoiding readmission to the hospital.

Despite the volume of admissions and discharges and the level of acuity of several of these admissions, the On Grounds staff have approached each individual admitted to the program with empathy and with the mindset of ensuring the success of the individual in the community.

WESTERN MASS AREA - Needs and Means Work Group

Giancarlo Albelice, Ariea Blowers, Jeff Boyd, Celeste Clerk, Cynthia Davis, Wayne Delusso, Derek Duclos, Jenisa Figueroa, Christine Fowle, Monique Loizzo, Mel Maldonado, Carissa Sinclair, Dan Sontag and Mariah Strattner

In Western MA we had a dedicated group of staff across all Sites and our Service Authorization team come together towards the goal of better engaging and serving individuals who apply for services. The group was led by Jenisa Figueroa, a Hampshire Case Manager, while working on her clinical internship for her master's degree under the supervision of Ariea Blowers, Adult Clinical Service Authorization Supervisor. The team's willingness and enthusiasm to take on this hard work was fruitful as it resulted in a guide and template that Sites can use during the Needs and Means process moving forward.

The team met over 5 sessions and engaged in honest and open dialogue about their concerns, reservations, and current challenges involved in the Needs and Means process. They talked through the accessibility issues and system barriers that a person may face when trying to apply for DMH services. When developing tools and guides there was special attention paid to adding disclaimers throughout the process to validate and recognize that what we ask of individuals seeking our support can be triggering, hard to revisit or discuss. The template is also ordered in a way that helps Case Managers to frame a discussion as opposed to an interview process, with the intent of building trusting relationships as soon as a person interacts with DMH.

This group came together to bridge the gaps between access to care in groups that have been historically marginalized or underserved by the mental health system. This group embodies the mission and values of DMH and is working to acknowledge and work through systemic barriers that impact those who may interact with DMH. There is still work to be done but they remain excited and committed to the process.

INDIVIDUAL RECIPIENTS:

CENTRAL MA AREA

Andrea Klein - South County Site Office

Andrea is the current co-chair of the Central Mass Area office Diversity Committee. She chaired alone for over a year. Prior to being on the Chair, she was one of the initial members of the CMA Diversity Committee when it restarted in 2018. Andrea is efficient, inclusive, ensuring that all members have a voice as well as ensuring that all projects presented to the Central Office employees through the Committee are representative of all groups and people. Through this Committee, Andrea created and presented to the Central Office one of the first trainings regarding Judaism. Andrea also completed a cookbook that included recipes she gathered from staff representing different cultures and ethnicities.

Andrea is also editor of the CMA newsletter capturing stories and news from the five CMA sites.

CENTRAL OFFICE

Beth Lucas – Mental Health Services

Beth leads all DMH's community-based programs for adults living with serious mental illness, including the Adult Community Clinical Services (ACCS) Group Living Program. Under Beth's leadership, the program has shown to increase community tenure of people with serious mental illness, meaning they are able to reside in residential neighborhoods and pursue life goals outside of an inpatient hospital setting. Given the severity of the mental illness this population experiences, this is an enormous accomplishment.

Beth epitomizes compassionate leadership. She has been a trailblazer at the Agency in terms of use of data to drive decision-making, but also keeps the real human-beings DMH serves and employs at the center of her work.

NORTHEAST AREA

Barbara Brandt - Metro North Site Office

Barbara goes above and beyond to help all DMH clients with obtaining and maintaining their housing, services and utilizing innovative ways to obtain various monetary sources from different community agencies to help clients remain in the community and not lose their housing. From servicing the LGBTQIA+ DMH community and her continued involvement with that community to ensuring services are available to them and to servicing various ethnic groups and individuals she works with to include a Chinese Mandarin elderly woman and finding innovative, culturally sensitive and creative ways to communicate with them in their native language and to try to engage her as she is treatment resistant to help ensure they receive the services and help that they need. Barbara has also been extremely flexible in helping with cases that are being discharged into the community from long term hospitalizations and helping to locate appropriate services in the community even if that includes them wanting to move to another state. Barbara ensures that services are located and referred to in that other state.

Barbara is a team player and is willing to help her co-workers in any way and teach them all her valuable knowledge of community resources and various techniques and ideas of helping to engage treatment resistant and difficult clients.

Coline Emond – Essex North Site Office

Coline serves several people who require DMH Specialized Services. These individuals present with complex challenges and frequently require a high level of understanding regarding their needs and the ability to navigate and interact with systems of care outside of the DMH network. This work requires a higher level of

documentation, coordination, and follow-up than most DMH-involved individuals. As a result, Coline regularly interfaces with the DMH Northeast Area Medical Director, who has expressed gratitude for her attention to detail and follow-through on many occasions. Coline has excelled in this work and has addressed numerous challenging situations involving multiple parties to meet the needs of her clients.

Coline encourages the people she works with, including those in DMH Specialized Services, to establish person-driven goals and supports them in working toward achieving their individual recovery goals. She collaborates well with service providers, colleagues, and families, and is a strong advocate for the people she serves. Coline is very knowledgeable about community resources and often provides peers with contacts for programs which benefit their clientele. She is a leader among her peers and greatly appreciated by them for her willingness to share resources, her experience, and knowledge.

Coline consistently works to expand her knowledge of resources in the community to assist DMH clients and families. As an example, Coline has coordinated referrals for the DMH Essex North Site Office and has connected DMH families in need with assistance through Lazarus House's Project Bethlehem Christmas Giving Program in the Lawrence area.

Kimberly Waterman - Quality Assurance

Kim chairs and founded the DMH Query Workgroup, an active bi-weekly learning space for all DMH staff working in data:

- Founded and led DMH efforts to process the U.S. Census data for 2020 in Tableau, thus making it available for DMH use and worked to disseminate information to all analysts.
- Develops, disseminates, and coaches staff through step-by-step instructions to preserve Access database functionality, to access data sources, and to publish analyses, etc.; and,
- Researches and develops strategies to ensure continuation of needed data-related processes

Kim's depth of specific knowledge about information technology systems and analysis, along with the historical knowledge of business processes, coupled with her patience and kindness, have made her the go-to resource for DMH Area Staff who are struggling with a system, an analysis, or with interpreting data. She makes complicated facets of data collection an easier process for those not as knowledgeable as she is in data collection. She also develops for statewide use reporting and collection forms for use with provider agencies, and is reported to be as patient, supportive, and helpful in her actions with those provider agencies as she is with her internal colleagues. Kim is described by colleagues as "resolutely helpful," "generous in sharing her knowledge," "incessantly supportive," and "welcoming."

Kim goes above and beyond to help any of her DMH coworkers, including one-on-one coaching to walk through any issues related to someone's query, coding and/or analysis. Kim assists other staff with writing SQL code and has often written code for other staff to use in their data queries.

Kim's knowledge and drive to help has resulted in her creating a safe learning environment for staff using and learning DMH data. This space has resulted in a deeper knowledge of areas where DMH can collaborate better, a solutions-oriented environment where we work toward solutions together and aren't worried about admitting what we don't know will show weakness. Kim's leadership and welcoming nature are vital to a DMH working toward being a more data driven organization.

Kim consistently goes above and beyond her duties, she is a vital resource for not only her Area but other Areas and Central Office and brings multiple perspectives to the table. Kim is a learner and as such, approaches problems with curiosity, interest, and a solutions-oriented approach. When Kim finds a possible

solution to a need she works toward making it so. Her founding and chairing of the query workgroup are great examples of the success of this approach.

OFFICE of INPATIENT MANAGEMENT (OIM)

Jonathan Carvalho - Inpatient Management Operations

Jonathan is the glue that holds together DMH's inpatient Continuing Care Units, which serve people with serious mental illness who need high, long-term levels of inpatient care. These facilities have been at over 100% for nearly a year, and Jonathan handles the pressure with optimism and hard-headed practicality. His work to ensure that the facility operations run smoothly despite extreme pressures is invaluable.

Jonathan leads by example. He is tireless and optimistic and innovative even in an environment that would make others feel stressed and burned out. He motivates others to bring their best selves to work.

Jonathan never "drops the ball" on anything, even though nearly nine hospitals rely on him to make myriad critical operational decisions around the clock. This is a real testament to his hard-working nature.

Margaret Cooper - Dr. Solomon Carter Fuller MHC

Margaret always goes above and beyond to make sure that her coworkers are okay and is so supportive. She always makes sure that her patients are well taken care of, and that their needs are met. Margaret's accomplishments have impacted her co-workers, clients, etc. in such a positive way. In times of stress, she remains calm, and collected, and that helps everyone around her do the same. She is a wonderful asset to our team.

Her work ethic is what we need here in this facility. Her calm nature, and making sure things get done with the least amount of stress is admirable.

Charles Perra - Taunton State Hospital

Charles has gone ABOVE AND BEYOND to help support the Rehab department, as well as the clients. He has been able to cover not only his assigned tasks but has taken on the greenhouse vocational site which has truly flourished. He has taken this site under his wing, and he, the clients, and the greenhouse itself, has done nothing but thrive since.

Due to Charles' extraordinary efforts, the Rehab department has been able to bring in funds to help build up the Canteen Fund, which ultimately benefits the patients. Charles has always been there as a support person for his co-workers, as well as the clients. Charles has also provided leadership and guidance in a supervisory role to the clients that have been able to work in the greenhouse with him.

The clients have never been happier to go to work at the greenhouse and are thrilled to be able to see their hard work stem from a seed to an actual sale in the community. The patients boast about their own work, as well as their peers', and are eager to get up and go to work. Charles has also created groups that take place in the greenhouse which clients are still eager to attend, knowing they will not get paid. The clients have been able to learn various skills, such as social and vocational, that they can one day use in the community. Charles is the definition of a team player, and the Rehab department, hospital, and clients, are lucky to have him on board.

SOUTHEAST AREA

George Lau - Quincy Site Office

George recently prepared and led a Site based presentation and discussion of the uptick of violence against the Asian American and Pacific Islander communities. George emigrated to the United States as a child and has been personally impacted. His presentation was well planned, executed, promoted discussion and solution oriented best practices.

The impact of George's presentation was immediate and obvious to all who were present for this staff meeting. Race, Equity, and Inclusion is often a challenging conversation. George emphatically reiterated that this was a safe place and gently encouraged his peers. It did not take long before a rich tapestry of discussion and engagement emerged.

George has emerged as a burgeoning leader at the Quincy Site. George is a fierce advocate for his clients and is the first to offer his assistance when client intake volume is high or other tactical challenges arise. As a new supervisor to the Department of Mental Health, George has consistently demonstrated an eagerness to examine and improve upon best practices

John "Jack" Quinn - Brockton Site Office

On August 15 of 2022 Jack received a phone call that tested every aspect of what it means to offer person-centered care. This situation concerned a client in a serious crisis and who also struggles with engagement. Based on the client's comments to Jack, and haven done enough active listening and careful assessment in the past, Jack knew that when the client was minimizing his situation and denying help that he had previously requested, that was cause for serious concern. In this case the client was denying suicidal ideation he had previously communicated, was looking to delay a crisis evaluation he previously agreed to and was unwilling to reveal his location. In Jack's own words, these behaviors were "consistent with the client's past presentation when the client is in state of a mental health crisis", but Jack faced an additional dilemma. After convincing the client to participate in the crisis evaluation, it was revealed that the client was not in the catchment area that our crisis service covers in the Southeast Area.

The area crisis clinician reported this to Jack and added that when the client was informed of this that it triggered agitation and paranoia. The situation had now gone from bad to worse because due to receiving this information the client was now refusing to talk with the crisis service that serves the area Jack had learned he was in. Jack first tried calling the client, but he did not answer. Jack then contacted the crisis service area where the client was located, put the client on alert, and provided the needed collateral information along with contact information of the client. The crisis service then contacted the client and then after speaking with the client contacted Jack and reported that the client was agitated, paranoid, and making suicidal statements. Jack was able to interpret a specific comment from the client that strongly suggested that the client was going to commit suicide by overdosing.

Despite this, and since the client was unwilling to reveal his exact location, they were unable to send EMT's to his location as well as provide the documentation necessary to compel a mandatory evaluation. Jack had built good rapport with the client's mother and contacted her to see if she could provide some information on where exactly he might be. She provided him with the address to a residence that belonged to a relative the client had visited in the past. Jack then shared this information with the crisis service, but the original crisis clinician had gone home, and the new clinician did not have any documentation of the previous evaluation. To make matters worse, neither Jack nor the new crisis clinician could get the client to answer the phone. Jack knew how serious the situation was and was determined to ensure that this client was not going to fall through the cracks in the system. He was able to convince the crisis service to initiate a wellness check. When

police arrived, they found the client unconscious on the floor. They administered Narcan and the client was revived. Jack saved this man's life.

Jack's work performance has not gone unnoticed by people outside of the Adult Community Clinical Services (ACCS) Team 2. He has been asked by members of the leadership team to develop and present trainings to other staff members. Known as the Substance Use Collaborative, Jack will often present trainings related to various aspects of Substance Use Treatment. Jack has also done Narcan and other trainings for Group Home Staff.

Jack is the Substance Abuse Clinician on ACCS Team 2. He arrived here in June of 2020 and wasted no time in making his presence felt and noticed immediately that he was going to be a tremendous asset. This is not just because of his clinical skills, but also because of his enthusiasm, pride in his work, and team orientated nature. Jack carries a caseload of his own, and because of his role, is often dealing with crisis situations. Despite this perpetually stressful role, Jack will often volunteer to consult with other staff members who may have clients that also have substance use issues and who may be experiencing a relapse or in need of help finding a treatment program most suited to them. This is where Jack displays his systemic knowledge and value as a teammate.

WESTERN MASS AREA

Ge Chen - Child & Adolescent Case Management

Ge is coming up on his 3-year anniversary with DMH. He began with the Agency during the difficult time of COVID. Ge immediately dove into his work. He was ready from start to get through the orientation period, so that he could begin the important work of meeting the families that he would be serving. Ge took no time to engage with families and build meaningful connections.

Ge has consistently gone above and beyond in his role as a DMH Child Youth and Family (CYF) Case Manager. As his supervisor, I've often heard both providers and guardians alike say that they feel at ease, knowing Ge is a part of the child team. Ge is a parent and child advocate who is naturally adept at building relationships with the people he serves, whether they be latency-aged kids or young adults.

Ge is often sought out by parents of the youth that he serves first thing in the morning. When warranted, he doesn't hesitate to reprioritize his schedule and get to where he is most needed for purposes of providing guidance, encouragement, linkage, and support. Ge frequently does community activities with the people he serves. He does this so that he can both build authentic relationships, and provide novel and prosocial experiences (i.e., fishing, playing basketball, or going to a trampoline park) that his clients might not otherwise have access to.

Ge is someone who can be counted on to respond to families in crisis with calm and care. He is responsible, a strong advocate, and someone who is always attentive to the big picture when serving his families. Ge is sought out for advice by both parents and the kids who he serves.

Ge is committed to the work he does. He is usually one of the first staff in the office each morning. He has the respect of his colleagues. He can often be heard joking with others and providing a source of laughter in the workspace. Ge models what it takes to be an outstanding Case Manager.

Annabelle Lim Morton – Quality Assurance

Annabelle has been a valued colleague of mine since I started at DMH a year and a half ago. She is welcoming and carries a wealth of knowledge, not only of the Agency, but in the Quality Management/Human Rights arena. As a Quality Improvement/Human Rights Co-Coordinator, Annabelle provides trainings for Human

Rights staff at provider agencies; I have had the pleasure of joining one her trainings. She is knowledgeable, organized, and possesses excellent interpersonal skills, providing an environment in which others feel comfortable. She frequently shares resources and ideas that benefit the Area as a whole.

Annabelle goes above and beyond in her role and has most recently worked with me in reviving an Area Orientation, specific for new hires in the Western Mass Area. Annabelle was instrumental in providing information and feedback to make this orientation for the Area a success. She also voluntarily sits on the Area Learning & Development Committee, which meets to support the Agency and Area's Training needs.

Annabelle is always extremely thoughtful in her approach, considering the needs of employees and persons served alike. She is someone who I go to for feedback, advice, and information, and is consistently readily available to assist in any way she can.

Annabelle embodies DMH's values and objectives daily. She works tirelessly to ensure an atmosphere that is equitable, inclusive, and welcoming; and that the human rights of all individuals served are protected. Her involvement in the Area's orientation has made it so new employees have the tools and information they need to be successful.

Special Recognition – Dolores Ouimette

Dee has left an indelible mark on our agency's culture, the professional growth of their colleagues, and the overall success of our mission to “assure and provide access to services and supports to meet the mental health needs of individuals of all ages; enabling them to live, work and participate in their communities.”

Throughout their career, Dee Ouimette consistently demonstrated an unwavering and selfless commitment to this mission. Their passion for excellence and their steadfast support of our mission have earned them great respect among their peers. One of Dee's outstanding qualities was their unwavering dedication to the professional development of their fellow colleagues within our site. They played an integral and ongoing role in nurturing the growth of their peers, serving as invaluable mentors and resources. Dee generously shared their time and knowledge, offering guidance and support to help their mentees achieve their goals and advance in their careers.

Beyond their mentoring efforts, Dee Ouimette continued to be a beacon of leadership, inspiring their colleagues and encouraging them to reach their full potential. Their ability to lead by example, even in the face of retirement, created an environment of collaboration, growth, and personal development.