

TEAM RECIPIENTS:

The Active Calendar Implementation Team **Central Office**

AJ Byrne, Northeast Area Training Director; Michelle Cormier, Communications Coordinator; Gregory Drouin, Management Analyst; Steven Elfant, MHIS Trainer/e-Learning Developer; Jonathan Fox, Web and Social Media Coordinator; Kathleen Hammerstrom, Training Coordinator; Robert Jacome, Technical Trainer and PACE Administrator; and Nelson Nieves, Training Coordinator

This project relied on the collaboration among DMH staff in the Learning and Development; Communications; and Business offices. This is a great example of how combining the specialized knowledge and talent of members of our workforce, leads to creative solutions that significantly enhance the agency's effectiveness. Staff worked collaboratively to propose, procure, design, and then

implement the Department's Events and Learning Calendar posted on the DMH website, which has been viewed 20,000 times since its launch in the fall of 2017. The Active Calendar provides easy access to events and learning opportunities for DMH employees and other stakeholders.

METACARE Development and Implementation Team Central Mass Area, Worcester Recovery Center and Hospital

Kevin Nelson, Director of Health Information
Esther Small, Assistant Director of Nursing

This duo played a critical role in organizing, coordinating, and implementing a DMH initiative to promote safe medication practices, through the METACARE application and software. Kevin Nelson and Esther Small have trained hospital staff to become "super-users" of this electronic system to then go on to train, assist and coach others on how to use and maximize this new system. To date, all clinical staff have had training in this software. Kevin and Esther revised the hospital's medication management workflow and protocols to reflect this new practice. METACARE and safe medication practices are becoming an integrated practice of patient care, through their enduring effort, determination and coordination with hospital departments and agencies.

INDIVIDUAL RECIPIENTS:

Mark Bilton

Housing Coordinator, Southeast Area Office

Mark Bilton works tirelessly to ensure that affordable housing options are available to persons served by the Department, providing expert consultation and support to providers regarding housing-homeless programs. He has an effective working partnership with housing providers that has resulted in the renovation and upgrades at several long-term housing locations.

Mark is conscientious and thorough in every aspect of his work. He is a valuable member of the Southeast Area team – and all of DMH.

Tara Brennan

Clinical Social Worker, Central Mass Area

Tara Brennan has taken a lead role in her work with young adults and transition aged youth, giving voice to the DMH mission of improving access and supports for this particular population. She has helped to operationalize this vision while being sensitive and realistic. She maximizes the use of current staffing, and knows how different resources and staff can be utilized -- thinking "outside the box." Her passion and dedication allow the individuals and families we serve to access critical services, walking them through what could be considered the most intense period of a family's life.

Crystal Collier

Chief of Staff, Central Office

Crystal Collier has spearheaded a number of major projects for the Department. One in particular under my direction, the Race, Equity and Inclusion (REI) initiative, has widespread significant impact throughout the agency for both employees and people served. Under her leadership and vision, DMH has a real chance at making a difference, and ensuring that all employees feel safe, respected, and are treated equitably. Leading this effort does not come about without personal sacrifice, risk, and pain. As one of the few Persons of Color within leadership, she bears the burden of constant representation and, in the eyes of some, having to be held to a higher standard to justify her work. I personally want to recognize her and reaffirm that we, all of us, still have much work to do.

Angela Hoskins
Human Services Coordinator, Metro Boston Area, Massachusetts
Mental Health Center

Angela Hoskins is a dedicated and hard-working case manager for DMH. She is well received by the individuals and families that she serves directly. She gives her full attention to each and every person with whom she works. Angela is dedicated to her career, particularly working with people who are most in need of services. She follows up with these individuals to ensure they are engaged in the supports and services available to them. Angela embodies our mission and truly understands that recovery is possible.

Janice Huber-O'Callaghan
Utilization Manager, Northeast Area

Janice Huber-O'Callaghan has been instrumental in organizing not only the Northeast Area but all of the DMH Areas in regard to contract monitoring and the changes as a result of redesigning CBFS to the ACCS model. She has spent countless hours ensuring that the right questions are being asked and also ensuring that there is a formalized process on how Areas should proceed with the ongoing changes.

David P. Kilmer
Registered Nurse, Southeast Area, Taunton State Hospital

David Kilmer embodies the approach of being person-centered, serving as a leader in helping to change the culture by role modeling, advocating, and educating others. He goes the extra mile to help make things happen for individuals served. Through his work, it is truly evident that David cares deeply for his colleagues and the individuals we serve.

Joan Marra
Office Support Specialist, Northeast Area Office, Adult Service
Authorization Department

Joan Marra comes in every day with a smile on her face and is infectious in spreading optimism and positivity among her colleagues. Even when the staff are not having a good day, Joan comes up with something to turn it around and make it positive. She is an inspiration to us all. In addition to her exceptional work, she volunteers on the Wizards at Work Committee to develop activities that enhance the work setting in the hopes of inspiring an ongoing positive environment in the workplace.

Barbara A. O'Connell

Director of Utilization Management, Southeast Area Office

Barbara O'Connell has applied her skills in information management to design several products that have enhanced access to critical information related to the Section 3 Transfer process, inpatient census management, and the utilization of community based services. She uses her design skills to create products that are specifically focused on improving how we manage information with a particular eye for creating a user friendly environment. Her attention to detail and her search for creating the most efficient and useful experience is exemplary.

Vicki Popkowski

Rehabilitation

Counselor

Northeast Area, Tewksbury State Hospital

Vicki Popkowski was hired to assist in establishing a work environment that stimulates gainful employment in the community. Vicki has been a catalyst for change, proposing new practices and thinking creatively about how to address issues that involve the world of work. Her strong knowledge of recovery and her dedication and values regarding work/employment make her an asset to Tewksbury Hospital and to the Department of Mental Health.

Charles Royster

Human Services Coordinator, Western Mass Area, Children Youth and Family Case Management

Charles Royster is a hard, working and dedicated case manager with an ability to build supportive trusting relationships, both with persons served and his co-workers having had numerous examples of positive impacts on agency goals and overall Child, Youth, and Family team performance. He has demonstrated dedication to the people he works with and ensures that their needs are met, time and time again. Charles also serves as a supportive mentor for other case managers. He is always ready to work with a new case manager to help them learn about resources in the community and the ins and outs of navigating support systems both inside and outside of DMH.

David Sansone

Residential Supervisor, Southeast Area, Brockton Site Office

David Sansone has demonstrated exemplary leadership skills during a time of transition for our DMH State Operated Group Living Environment (GLE)

programs at the DMH Brockton Site Office. His approachable demeanor and empathic nature have benefited both staff and clients alike. Staff have commented on how these changes have improved their satisfaction with work and allowed them to better serve individuals and families in the area. He is well respected amongst all of his colleagues.