



**A VERY MEANINGFUL TRAINING**

Over 230 participants attended RVCC's conference titled, "The Healing Project: Healing Hearts of Childhood Trauma", held on Friday, October 25 at the Log Cabin in Holyoke. VHS staff were in attendance as well as local community agencies, school personnel & other community members. This training was provided free to RVCC staff & clinicians were awarded 6 CEUS for attending. The speaker, Laura Porter, Co-founder of ACE Interface, presented how Adverse Childhood Experiences (ACEs) are traumatic or stressful experiences (abuse, neglect, exposure to violence, etc.) that affect human development & how they were investigated in a landmark study called "The ACE Study". The research revealed the common drivers of population health & wellbeing. ACEs were the most powerful determinant of public health. Ms. Porter has more than a decade of experience leading successful implementation of the ACE Study concepts in Washington State in partnership with over 30 communities & nine Tribes. She shared her research, knowledge, experience & ideas with conference attendees for next steps in using ACEs to develop empowerment strategies for building self-healing communities. Thank you Ms. Porter.

**HAPPY HOLIDAYS**



**WELCOME ALL OUR NEW EMPLOYEES**

Maria A Rodriguez Roldan, Rebecca Kaiserman  
Christine Saraceno, Elimarie Rios, Jose G. Aguilar,  
Zachary Gross, Heritier Kampew, Elizabeth Hait,  
Elimarie Rios, Justo Rodriguez, Ziara Velazquez,  
Bianca Mensah, Leonard Smith, Jose Wint,  
Heyda Martinez, Nicole Coite, Gerardo Cruz Quesada,  
Brenda Larose, Dorimar Diaz, Marie Trela,  
Joseph W. Keefe, Tammi O'Brien & Stephanie DeLeon

**Congratulations to Another RVCC Winner**

Hilda Sanchez-Lopez, was chosen as VHS's November Employee of the Month. Hilda is one of CBHI/IHT Program's original staff members. From day one, she has been highly motivated to see our program succeed. She has devoted her time to going out & marketing the program all over the greater Springfield area, including schools, DCF and DPH/local shelters, food banks and other social services programs. Hilda took all the other new TT&S's under her wing and oriented them to the job, as well as familiarizing them with the community. She is a RVCC champion and continues to represent RVCC, throughout community. Hilda often volunteers to go out and participate in community events to promote the program. In addition, she carries a full caseload with many difficult clients, and she remains highly dedicated to providing them with the best care possible. Natalie, CBHI/IHT Program Dir. likes to call Hilda their "team mom" because she always makes sure to look out for anyone to be sure he/she is having a bad day or not feeling well, even making sure people get chicken noodle soup when its needed!



From left to Right, Angela Callahan, Dr. Elaine Campbell, Natalie Lavallee, Hilda Sanchez-Lopez, Rosemarie Ansel, Gabby Sarkis, Maryellen Santiago & Nancy Gentile

# The RVCC Current

River Valley Counseling Center

**Administrative Offices**

187 High St., 4th & 5th Floors, Holyoke, MA (413) 540-1160

**Outpatient Clinic Sites**

303 Beech St., Holyoke, MA (413) 540-1100

249 Exchange St., Chicopee, MA (413) 594-2141

120 Maple St. Springfield, MA (413) 737-24372

2 Mechanic Street, Unit C , Ste 1-6 Easthampton, MA (413) 540-1210

**School-Based Health Centers**

Holyoke High School (413) 534-2033

Dean Technical High School (413) 534-6904

Peck Middle School (413) 534-2101

**HIV/AIDS Project**

120 Maple St., Suite 301, Springfield, MA

(413) 737-2437

**Agency Website:** [www.rvcc-inc.org](http://www.rvcc-inc.org)

**REMEMBER TO "LIKE" US ON FACEBOOK**

We've had our substance abuse license from the MA Department of Bureau Substance Addiction Services (BSAS) for well over a year now. Currently, we only have a handful of qualified clinicians who can provide substance use treatment for our clients. We are making some changes. Eventually all clinicians will be required to complete the annual mandated trainings to offer these services. A training schedule is being developed, and a few trainings will be electronic. All clinical new hire letters will state this requirement with completion within a twelve month period.



Both of these programs are under Guy Ciancio's leadership, and I encourage all staff to make appropriate referrals to both programs.

Going forward all clinicians will need to complete the following trainings annually: 42 CFR Part 2; HIPAA and Confidentiality; Substance Use Diagnosis/Co-occurring Disorders; Family Integration/Effects of SUD on the Family; HIV/AIDS, Viral Hepatitis, STD's and Universal Precautions; CLAS: Culturally and Linguistically Appropriate Services (including LGBT and Disabled); MAT education; Risk and Benefits and Overdose Prevention and All Hazards and Overdose Response Plan.

**In this issue:**

Message from the ED	page 1
Getting to Know You	page 2
Staff News	page 2
Loan Forgiveness	page 2
How to Send a Secure Email	page 2
Dates to Remember	page 3
IT Support Information	page 3
Celebrate RVCC Day	page 3
VHS Gala	page 3
RVCC Receives a \$15,000 Grant	page 3
VHS ACE Employee of the Month	page 4
2019 Holiday Party Pics	page 4
New Employees	page 4
A Meaningful Training	page 4

Since we've had our BSAS license we have received two state contracts to provide BSAS services. One is the Wellness Interventions Support and Education (WISE) program.; it provides clinical and supportive services to youth 8-13 and their families at school, home, and/or the community. WISE is not a treatment program; it's an intervention program that is based at two Holyoke schools: the William R. Peck and Veritas Preparatory Middle Schools. Appropriate referrals include students from these two schools. For more information, please contact Glennice Ryan at (413) 540-1341 or [ryan\\_glennice@holyokehealth.com](mailto:ryan_glennice@holyokehealth.com)

The Adolescent Community Reinforcement Approach (A-CRA) Program is a treatment program that supports individuals ages 13-25 who need support to obtain or sustain recovery. A-CRA staff does outreach and meet individuals where they are at to provide services. For more information please contact Kimberly Fernald at [fernalld\\_kimberly@holyokehealth.com](mailto:fernalld_kimberly@holyokehealth.com) or (413) 540-1345.

**Getting to Know You**

**Name:** Alexa Mignano, LMHC  
**Department/Program:** Director of School-Based Clinical Services

**What made you want to be a therapist?**

I studied psychology in undergrad and worked in schools for my practicum. I remember being 19 years old filing my first 51A and then thinking there is no way I can do this as a career. I shifted gears and went to grad school for sport psych. Fast forward 8 years, I had my daughter and wanted to work part-time... enter RVCC school-based therapy work. I started here a couple days a week in December 2010, fell in love with the work again, and decided to go back to school for my CAGS and license. Working with children who have trauma histories is my passion. Unlike when I was 19, I now have the skills to help. I feel honored to witness a child's journey and be part of the healing process for them and their family. It is undoubtedly my life's purpose. In my current director role, I continue to see some children, but I hope to be able to influence a much larger population. I would estimate that our school-based clinicians see over 1000 children in this area. That is such an extraordinary responsibility we all have for the current and future mental health of this community.

**What is your favorite vacation spot?** Any uncrowded beach will do! Cape Cod.

**What do you want others to know about you?**

I grew up in central New Jersey in a big Italian family. I went to Rutgers, which is a huge University 40 minutes from NYC. I miss living near a city, in a place with many cultures and opportunities, and just a short drive to the ocean. Acclimating to WMass took a long time, and sometimes, I think I am still adjusting!

**What makes you laugh out loud?** Louis CKs skit, "Of course, but maybe". I dislike him and his misogynistic ways, but this skit kills me. Also, the SNL Frenos skit with "therapist Angela"... so good.

**What are your hobbies/interest?** When I make the time, yoga and indoor rock climbing are go-tos. I also enjoy cooking.

**What are you most proud of?** Putting myself through college and graduate school and then paying off all my student loans with profits from a grant writing business I started.

**What achievement are you most proud of?** Helping kids heal and thrive after horrific experiences of abuse. I don't think there is anything that will ever be better than that.

**Describe something about yourself that others would be surprised to know about you.**

My daughter is 10 and obsessed with horses. I'm a city girl. This is completely foreign to me. But, I spend many hours at a barn with my boots in horse poop watching my daughter in her absolute glory. It is a beautiful thing.

**Are you addicted to any TV shows?** Any series by Shonda Rhimes works for me. Lately though, I have been binge watching Broadchurch... you know, something light and fluffy to ease the stress (not at all!).

**Who do people say that you resemble?** I have been told Meghan Markle a number of times... that would be nice :)

**Who is your personal hero and why?** An aunt of mine. She took time to get invested in all her nieces/nephews lives and lived her own life admirably.



**What do you like best about working at RVCC?**

It has been a very supportive place for me to grow my career. I also love our school-based program because it increases access to therapy for children and allows child clinicians to really focus on their specialty all day long!

**LOAN FORGIVENESS RECEIPT**

Chassity Crowell- Miller received \$25,000 in loan forgiveness from the Massachusetts League of Community Health Centers, Inc via the Massachusetts Loan Repayment Program for Health Professionals (MLRP) 2019. This award is provided by the Massachusetts Department of Public Health (MADPH) with funding support from the U.S. Health Resources and Services Administration and matching funds from the Massachusetts Department of Public Health and the Bureau of Substance Abuse Services (BSAS). Others interested in this program should contact Dr. Elaine Campbell.

**Congratulations to :**

**Jessica Rodriguez** for obtaining her LMHC;  
**Julia McGrath** for obtaining her LCSW;  
**Leah Martinelli, Kimberly Fernald and Chelsea**

Congratulations to **EILEEN NAUGHTON** who was recognized in LifePath 's Annual report. The work she and others are doing for this program, and all of the other programs Eileen oversees, is really fantastic. Clearly, RVCC & our clients benefit from her skill and dedication. RVCC is proud to have you on our team!



Well Done **JOY BROCK**, Psy.D, of the CONCERN Program. Joy was the featured speaker at the Greater Holyoke Chamber's Annual Holiday Brunch held at the Delaney House on 12/13/2019.

**VHS ACE EMPLOYEE AWARDS**

There were no RVCC nominees for October. In addition to Hilda-Sanchez Lopez from the CBHI IHT Program being chosen for the VHS Employee Award for November, two other RVCC employees were nominated in November -Congratulations to **Emily Figueroa and Lisa Ramos**. For the month of December, there was one RVCC nominee --Congratulations to **Mark Paul**

**DO YOU KNOW HOW TO SEND A SECURE EMAIL?**

You MUST add the word "SECURE" in the subject line of an email sent from our network. This makes the information in the email secure.

**RVCC RECEIVES \$15,000**

The agency was notified last week that it's a recipient of a \$15,000 grant award from The Community Foundation of WMASS. The funds will be used for agency-wide strategic planning & Board development in the coming months. Staff will be asked to participate.



On 12/11/2019, Jackie Lozada participated in the Rotary's effort to support the Salvation Army's Bell Ringing Efforts at the Holyoke Mall.



On Oct. 2nd Wendy Gannett attended an open house at The Paolo Friere school that has relocated to Chicopee from Holyoke.



RVCC lovely ladies at the VHS Gala on Nov. 30th at the Log Cabin, from left to right, back row: Kelly Gloster, Chassity Crowell-Miller, Elaine Campbell, Rosemarie Ansel, front row: Gabby Sarkis, Melissa Perry, Board member and Angela Callihan.

**IT Contact Information**

**DO NOT TEXT LEONARD or TIM**  
All IT requests must be submitted via the

[ticket system at](#)

[RVCCHelpdesk.servicedesk](mailto:RVCCHelpdesk.servicedesk@k1000.holyokehealth.com)

[@k1000.holyokehealth.com](mailto:k1000.holyokehealth.com)

Leonard Smith smith\_leonard@holyokehealth.com  
IT Support Manager (413) 540-1117  
Tim McGrath mcgrath\_timothy@holyokehealth.com  
EHR Specialist (413) 221-2071

**DATES TO REMEMBER**

- 2/4/2020 - Second Session Creative Writing Group for Women Trauma Survivors
- Spring 2020 - Dedication for Bailey's Garden, Date TBD
- 7/17/2020 - Glasgow Lands Scottish Festival - volunteers needed
- September, 2020 - 5th annual RVCC Golf Tourny, Date TBD.
- 7/3/2020 - CLOSED - DO NOT SCHEDULE CLIENTS
- 7/4/2020 - CLOSED - DO NOT SCHEDULE CLIENTS
- 12/11/2020 - Annual Holiday Gathering, Collegian Court in Chicopee.

**HOLYOKE EMPLOYEES SHARE COMMENTS ON 10/9/2019 OUR CELEBRATE RVCC DAY**

Laurie Darr is amazing & always helpful!  
Thank you 303staff for always being so wonderful. Carlos & Wilfredo always professional, & they do a great job! From Rosemarie to the teams in this company is 100% awesome! We love our front desk staff. Thank you Tim. We love you. You are always helping. Chassity & Alma here has been very helpful. They are patient with new clients. Great coworkers, amazing Prescribers, & Emily is an amazing lead! Jackie P. is very helpful in medical records. Emily, Marta, Marley & Leslie - you guys make the world go round. Thank u for your hard work! Tim is a great guy. He's friendly, patient & always willing to help with IT stuff. The front end staff is always willing to help staff & patients. Carlos/Charlie & Emily are great assets to this company! Great training opportunities CEU training reimbursement Being able to have PT without having to pay so much money Switching from ECHO to CL Great pharmacy with a great staff right here in our clinic



Once again, RVCC supported the Spfld. Boys & Girls by donating a Christmas Tree and Gifts to the SBGC Festival of Trees at the MassMutual Center. This year's theme was "A Cozy Christmas".