



Crystal Springs Newsletter

New Abilities for a Better Tomorrow

Crystal Springs Students Take to the Ice!



Dawn, Melissa, Cam, Mario, Josh, Sandra, Amanda, Kylie, Griffin, Sue, Children's Services Director Rick Mancini & State Rep Carole Fiola

la. The motivation behind this event began when constituent Paul Rebello approached Fiola with concern regarding a lack of appropriate recreational opportunities for those with disabilities during the winter months. In agreement, Fiola was inspired to put together a fun and suitable event to help meet the need.

Crystal Springs' students were afforded a rare and unique opportunity when they attended a Universal Access Skating event, hosted by State Representative Carole Fiola.

With Driscoll Rink in Fall River generously donating ice time for the event, it made it possible for city residents and surrounding agency attendees to take part. Adaptive

equipment was brought in by the Department of Conservation & Recreation as well as All Out Adventures of Northampton. These tools, such as walkers that aid in stability and balance and ice sleds for those unable to bear weight, were necessary in order for everyone to be able to participate. Large toys, such as foam blocks, added to the entertainment. For the majority of the Crystal Springs' students in attendance, it was in fact their very first experience on the ice. It is our hope that in addition to our legislative leaders, other members in the community will also see the value in these types of events and support future efforts to provide activities such as this.

Join us for the Crystal Springs

'Nautical Night'

Aboard the Historic Battleship

Battleship Cove, 5 Water Street, Fall River, MA

Wednesday, July 22nd, 7-9 PM

This special fundraising event will help us chart a promising course for the deserving residents of Crystal Springs!

Contact Angie Taylor at 774-855-3301 or Lucy Pacheco at 774-855-3392 for more information on how you can help secure an anchor of support for the children and adults who live and learn with us!

Crystal Springs Upcoming Events

May 30, 2015... Parents & Friends Quarterly Meeting	September 13, 2015.....Family Day
June 11, 2015.....Graduation & Prom	October 5, 2015.....Dr. John Manning Open
July 22, 2015.....Nautical Night Fundraiser	

Crystal Springs

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Director of Adult Services
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International Day – 2015!

International Day was a fun-filled day of celebrating diversity for our students! Each classroom chose a country to represent and came up with educational ways of sharing what they learned. Projects included poster boards, displays, games, activities, and of course, yummy native cuisine. The kids had a great time traveling from 'country' to 'country', learning about different

parts of the world and making sure to get their 'passports' stamped! As always, our creative and talented Special Education Teachers and Teacher-Aides went above and beyond to put together an amazing event for the children they support!



Wesley P. enjoying International Day festivities



Monday, October 5th, 2015

For more information

call Angie Taylor at 774-855-3301 or Lucy Pacheco at 774-855-3392

Beach Day!

Crystal Springs' students welcomed in the Spring Season with a beach-themed fun day, hosted by our APE department! Complete with volleyball, lounge chairs, a surfboard and even a tiki-bar, everyone had an absolute blast! We want to thank the APE staff for putting together such a unique, creative and engaging event for our students!



Brett, Jay, John, Jake & Cody



From the CEO...

Kathleen Lovenbury

Dear Friends,

I wish you all a happy spring; I know you are as pleased to see the melting snow and the flower buds as I am! I would like to begin by thanking everyone who pitched in to help everything run smoothly through this long and snowy winter. Whether you were behind the wheel of a plow truck, pushing a shovel or mop, helping out in the kitchen, or navigating snowy and icy conditions to make sure our people were well cared for and supported, we are ever grateful for your efforts and contributions. I continue to be inspired by the commitment and compassion of our community of dedicated staff.

Here are some of the highlights over the last few months:

Strengthen Core Services

At Crystal Springs we are committed to maintaining and improving the quality of our services and continuing to build our reputation for excellence and caring.

A new Director of Children's Services, Richard Mancini, officially joined us on December 15th. Rick, who received his Master's degree in Counseling Psychology from Cambridge College, actually began his career in the Human Services industry at Crystal Springs in 1984, where he worked as a Teacher Aide. From there, his professional path led him to local non-profit agencies and national behavioral health companies, all the while gaining valuable experience in a variety of roles that encompassed a blend of program, business & staff development, quality assurance, and admissions & marketing. Rick is a hands-on leader who is working tirelessly with his team to develop a group of managers and supervisors who are positioned to support the enthusiastic and devoted staff members who work in Children's Services.



Rick Mancini

The Crystal Springs Adult Program has been awarded the highest level of certification possible by the Department of Developmental Services, our licensing agency. Survey results concluded that every Critical Indicator of the assessment was met, as well as 90% of the additional licensure indicators. Surveyors commended Crystal Springs for their innovative efforts in fostering and sustaining family relationships, their adaptive design and assistive technology services, their treatment protocols and their comprehensive healthcare coordination. Adult Services Director, Chris Rego, also successfully led his team through a licensing review with the District of Columbia's Department of Developmental Disabilities

and has initiated changes in the structure of Adult Services to increase the overall support to his team of loyal and dedicated staff.

Provide New Services in the Community

The Home and Community Based Services (HCBS) final rule seeks to guarantee that adults receiving services through Medicaid's HCBS programs have full access to the benefits of community living and are able to receive support in the most integrated settings. Crystal Springs' strategies for strengthening core services and providing new services in the community are aligned with the HCBS final rule. Crystal Springs successfully operates homes in Assonet, Somerset, Fall River, and Berkley and will continue to increase the number of community homes to provide seamless support in the warm and nurturing manner that our individuals and families value.

As we prepare for making the transition to community homes, we are introducing new models of management to support individuals with some of the most medically intensive and/or behaviorally complex needs within the Crystal Springs and greater community. The new model provides for the daily presence of management staff and pay differentials to recruit experienced staff, preferably those who are certified as nursing assistants.

Provide New Services on Campus

With our adult homes relocating into the greater Crystal Springs community over the next four years, we are presented with an opportunity to expand our Children's Services within our Crystal Springs community.

I'm pleased to announce that Kristal Barnes, BCBA will be joining our team as the Director of Behavioral Services on May 4th. Under Kristal's leadership, our Behavioral Services Department will focus on increasing our competencies in Applied Behavioral Analysis (ABA). ABA is the practice of applying the principles of learning and motivation from Behavior Analysis to increase useful behaviors and reduce those behaviors that may cause harm or interfere with learning. Our Behavioral Services Department will integrate our behavioral services across the agency, while at the same time addressing the differing needs and requirements for the children and adult programs.

Crystal Springs was awarded a SPED 249 Grant to introduce the Essential for Living functional skills curriculum and assessment program to Crystal Springs. The Essential for Living is especially suited for individuals with limited skill repertoires, limited-to-no speaking skills, and/or severe problem behavior. Funded in part by a grant, our Special Education Teachers, Speech and Language Pathologist, Behavior Technician, and Behavioral Consultants are attending an Essential for Living Workshop presented by Patrick McGreevy. Essential for Living is based on concepts, principles, and empirically-validated procedures from ABA and B.F. Skinner's analysis of verbal behavior. The Essential for Living curriculum does not require staff to have previous knowledge or experience with ABA or verbal behavior.

Increase Awareness of Crystal Springs

Lucy Pacheco, Executive Administrator and Angie Taylor, Community Outreach Coordinator produced a beautiful and informative Annual Report, which included some incredible stories about the people we support, and their families. They have also been working on planning our annual fundraising event, incorporating some new and exciting changes. Traditionally held on our campus in early June, this year the event will instead be hosted aboard the deck of the historic Battleship in Fall River and will take place in late July, on Wednesday the 22nd from 7-9 PM. We will be increasing the number of restaurant vendors and featuring members of the Fall River Symphony Orchestra for entertainment. This year, proceeds will be divided evenly between the Adult and Children's Program; with both programs having different needs, we felt that this would be the most positive and effective use of the funds for all involved. Also on our calendar of events is the Dr. John Manning Open, this year scheduled for October 5th and taking place at the Pocasset Golf Club on the Cape. If you are interested in sponsoring either of these events, or if you'd like additional information, please contact Angie at 774-855-3301 or Lucy at 774-855-3392. I'm also proud to share that our classroom students & day program participants worked very hard to create original pieces of artwork used in the production of a beautiful set of blank greeting cards. This unique set includes 10 cards, with envelopes, and can be purchased for just \$10. Proceeds from your purchase can be designated to the classroom, day program or residence of your choice.

Strengthen the Organization's Infrastructure

We are pleased to announce that William Sowyrda has joined Crystal Springs as our Chief Financial Officer. Bill gained a

familiarity with Crystal Springs early on in his career when the CPA firm he worked for at the time, Mullen & Co., had



William Sowyrda

taken on Crystal Springs as a client. From there, Bill remained vested in the human service industry, taking on roles in various agencies while utilizing his depth of knowledge to ensure financial health, growth and security. Currently a CPA, Bill's educational background and qualifications include a Master of Business Administration earned from Babson College and a Bachelor of Science in Accounting awarded from Boston College. His professional background of service in non-profit organizations and human service agencies are sure to be an asset to the Crystal Springs community as a whole.

Members of the Adult Services, Children's Services, and the Human Services teams joined together to launch a successful employee recruitment campaign, resulting in a significant reduction in vacant positions. As a next step, the group is working with the Staff Development Team to create new staff development tracks, with the initial focus on leadership development skills for managers and supervisors.

Happy Spring!

Kathleen Lovenbury
Chief Executive Officer

New Promotions!

We would like to congratulate Jen Gallant and Ben Piela on their recent promotions! Jen, who has been with Crystal Springs for 10 years, is now a Residential Coordinator. Jen is a team player whose commitment to the individuals she supports is unmatched. Ben, who has been with Crystal Springs for four years, is now the Adult Services Coordinator; Ben has made tremendous strides in promoting community integration and has been instrumental in making our community homes a success. The Crystal Springs Adult Program is thankful to have such dedicated and capable people filling these key positions and we are looking forward to the energy and ideas they will bring to the team!



Jen Gallant
Residential Coordinator



Ben Piela
Adult Services Coordinator

Annual Blood Drive!

We want to thank the SouthCoast Blood Donor Mobile Van staff and the many Crystal Springs employees who took time out of their day to donate the 'gift of life'! It is their kindness and generosity that made our January Blood Drive a success!



Cheryl, Admissions Director