

Community Connections

A MASSHOUSING COMMUNITY SERVICES UPDATE

Winter/Spring 2013

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Prevention and recovery: Cornerstones of contemporary care

By Michael T. Flaherty, Ph.D.

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You might ask why speak of prevention in a newsletter designed mostly for treatment providers? What's prevention got to do with treatment? Doesn't treatment usually enter the conversation when prevention fails?

You also might ask why speak of prevention and recovery at a time when we so need and seek to increase the earlier recognition and intervention into problematic use, thereby perhaps preventing a disease from taking hold?

This is a vision that is too static and fragmented. What if the knowledge

gained from successful treatment and attained wellness and recovery from substance use is then used to reinforce local prevention, which then strengthens screening and the treatment of each person and family in the community? Wouldn't this be better?

Let's step back for a moment. Over the past decade we have begun to accept that substance "dependence" is probably best addressed as a "potential" chronic illness, i.e. while not being chronic for all, it is for many and can become so for many others if left unaddressed. *Cont. on next page*

SAVE-THE-DATE

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MassHousing's Annual Community Services Conference

Aging in Place: Supporting Elders in Housing

Community Services Conference

MassHousing is proud to present the 2013 Community Services Conference for property managers, resident service coordinators, maintenance and security staff who work at housing developments across the Commonwealth. This year's conference will help housing professionals to better understand the complex issues related to aging in place. Social service providers, tenant leaders and staff of government agencies are also encouraged to attend.

For registration information visit www.masshousing.com/conference

Wednesday, April 10, 2013

8:30 a.m. – 4:00 p.m.

Sheraton Framingham Hotel
and Conference Center
Framingham, MA

Dispute Resolution Services, a TAP Membership Benefit!

Welcome to TAP! If your development is a [2013 TAP member](#), you have access to professional mediators and facilitators to help address conflict at your site. This can be done through mediation, facilitation, consultation, and a workshop called, "Building Peaceful Communities."

Call Josh Hoch of MWI at 800-348-4888 and discuss the conflict or situation with him. He will take the time to listen and explain the options available through the benefit. Outcomes can include:

Mediation – If it would be helpful for residents (or staff) to participate in mediation, Josh will ask you to obtain permission from each person so you may provide contact information. Josh, or another member of the program will then contact each person, explain mediation, hear what is going on from their perspective, and then schedule a time for a mediator to come to the site to conduct a mediation meeting, often lasting up to two hours. If a written agreement is reached, management will receive a copy of the agreement.

Facilitation – A facilitator will come to the site to help a group of people have a productive conversation. Board members, managers, staff members or groups of residents can utilize facilitation. For groups of residents, these sessions are often called "community discussions."

Facilitations have been used to address issues such as environments described as "negative" or "a broken

building" due to the overall unhappy tone of the residents at a site. Another example includes facilitation to help management convey a new policy to residents, such as transforming the building to smoke-free.

Consultation – If you would like help dealing with a dispute at your site, the benefit provides access to professionals who will coach you through the situation and who will provide tools and tips to help you overcome an impasse. Consultations are often done on the same day over the phone or in-person at your site.

Workshop – The Dispute Resolution benefit also allows each TAP site to receive a two-hour workshop called, "**Building Peaceful Communities**". This workshop takes place at your site and is for residents and/or staff. The goal of "Building Peaceful Communities" is twofold. First, to provide skills and tips on how to approach and resolve conflict effectively and secondly, to explain available services included in the benefit so in the future, when residents are encouraged to participate in mediation or facilitation, they will already be familiar with it and will be more likely to participate.

Please contact Josh for help with dealing with and decreasing conflict at your site.

Josh Hoch, Director of Mediation & Arbitration Services at MWI, can be reached at 800-348-4888 x23 or jhoch@mwi.org. Visit www.mwi.org/masshousing for more information.

Save the Date(s) for LEP Training

Limited English Proficiency (LEP) Training for owners, management agents and site staff of MassHousing properties are scheduled for:

Tuesday, April 30 - New Academy Estates, Roxbury

Friday, May 17 - Mont Marie, Holyoke

Friday, May 24 - Braintree Village, Braintree

Friday, June 7 - Rogers Hall, Lowell

Wednesday, June 26 - Coes Pond, Worcester

More information to follow.