



North Central & North Quabbin Massachusetts HWC Collaborative



How HWC developed in the North Central – North Quabbin region.



2018:

Regional Behavioral Health Collaborative (RBHC) identified barriers to care for youth as a concern in our area.

2019:

Heywood was awarded the Trauma-Informed Care for Young Children grant through the *Massachusetts Attorney General's Office*.

Gardner PD & Gardner Public Schools were the strategic lead partners to develop HWC program due to existing school-based program with Heywood.

The Regional Behavioral Health Commission has formed into our current HWC Collaborative.

HWC Collaborative:

- All school, community, & Law Enforcement partners participated in trainings and workshops deepening TIC/ACEs skillsets and awareness of the HWC program.
- Hosted multiple sessions as a full collaborative & also specific to school or PD locations.
- Training, learning, and improvements are continuous!

How we function:

- Monthly collaborative mtg. were held to discuss successes and concerns initially (collaborative meets quarterly now);
- Team huddles (specific PD & School) to support engagement occur monthly;
- As always, side discussions as needed to enhance systematizing;
- We have a newsletter that is utilized to support awareness and connectedness.

Initiated in Gardner:

- However, the development was shared universally across the collaborative.
- As we tracked HWC totals and saw impact in Gardner our other school and law enforcement systems were at the table & ready to join once a basic HWC system was formed and tested.
- It made sense to test a system in one location and to try changes on a smaller scale in stead of rolling out across multiple locations and managing multiple changes.
- Each sector identified and revised workflow processes to support communication and implementation as it fits into the school or PD culture.

Our effort is regional and the collaboration across Law Enforcement to support HWC referrals for all school districts is a huge win-win!

LOCAL STATISTICS

Total HWC Referrals as of Aug 2023:
641 students

HWC Notifications:

19-20 school year - 79 students
20-21 school year - 86 students
21-22 school year – 106 students
22-23 school year – 360 students



Original HWC Team, from left to right:

Selena Johnson, HWC
Heywood Healthcare; Mark
Pellegrino, Superintendent of
Gardner Public Schools &
Deputy Chief Nicholas Maroni



"Between 2019 – 2023 HWC has helped local area Police Departments and Greater Gardner Public Schools to support over 600+ youth that have experienced a traumatic event."

-Renee Eldredge, HWC Asst. Program Manager & Community Health Worker



**HWC QUARTERLY
NEWSLETTER
HIGHLIGHTING
COLLABORATIVE
SCHOOL DISTRICTS
AND POLICE
DEPARTMENTS**

Partner Spotlight



*Shown Left: Dr. Elizabeth Zielinski,
Mahar Superintendent of Schools
and two Mahar students*



*Shown Above: Ashburnham and Westminster
Administration, Staff and Police Departments*



*Shown Above:
Ashely Niggli, NRSD
Assistant Pupil
Personnel Director and
Dr. Christopher
Casavant,
Superintendent of
Schools*

Handle With Care of the North Central and North Quabbin region is a collaborative initiative that continues to deepen trauma sensitive and response practices within and across our local communities.

HWC Leadership:

Lt. John Czasnowski, Gardner PD
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Selena Johnson, Heywood Healthcare
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Renee Eldredge, Heywood Healthcare
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HWC Collaborative Partnership of North Central & North Quabbin - MASS

Ashburnham-Westminster Schools

Athol-Royalston Schools

Boys & Girls Club

Clinical Support and Options

Gardner Police Department

Holy Family Academy

Orange/Petersham Police

Narragansett Regional School

North Quabbin Community Coalition

NorthWestern County DA David Sullivan's Office

Winchendon Public Schools

Worcester County DA Joseph Early's Office

Ashburnham/Westminster Police

Athol Police Department

CAPs Collaborative

Gardner Public Schools

Heywood Healthcare

Mahar Regional Schools

Mount Wachusett CC

Phillipston / Templeton Police

MOC Early Education Program

Royalston Police Department

Winchendon Police Department

HWC Notifications – Law Enforcement



2019 - 2022

- 2019 Law enforcement began submitting paper HWC notification.
- The Officer would complete the form and turn in at the end of his/her shift.
- The notification(s) were forwarded to the school point person the following morning upon review of prior days submission.
- *The process identified multiple steps due to paperwork trail (have blank forms on-hand, edit forms, turn in forms, review form, create and send notifications to school).*
- The HWC Collaborative discussed alternative strategies to streamline/simplify the process:
- Go paperless & Automate the process!
- GPD developed and tested a QR code that prompts a Google Form.
- The Officer completes the form that immediately uploads to a confidential & dedicated school Google sheet.
- Automatically sending message to school point person a youth(s) had been identified under HWC.

HWC Notifications – Law Enforcement

2022 – PRESENT

- Roll out QR codes and create sheets for all participating police departments to have on hand (in cruisers).
- Train members on accessing code, completing form, and tracking data.
- Each school district has a unique QR code.
- Smoother process with less delay.

CURRENT FEEDBACK:

- Police departments have requested to further streamline HWC notification process for officers.
- Create a Single QR code to open HWC platform versus multiple QR codes on a sheet for officers to search through.
- Officer Spain and Lt. Czasnowski, GPD, are developing a single QR code that will provide dedicated & confidential school specific referrals to the school point person.
- A How To video is being developed for Fall 2023.



HWC EMERGENCY ROOM INITIATIVE: Athol and Gardner

Initiative

Support trauma informed care with the use of a caregiver self-referral tool by informing schools, daycares, and/or physicians to offer trauma responsive care to the youth who have visited the emergency room.

Mission

To mitigate negative effects experienced by children's exposure to a traumatic event.

Community

Greater Gardner area including North Central and North Quabbin Region. Supporting youth 3 years to 18 years of age.





HWC _ ED INITIATIVE 2023

March – August

- Over 1500+ youth have been identified during Emergency Room registration between Athol and Gardner locations.
- 800+ self-referral HWC forms have been shared with the caregiver for youth 3 yo-18yo.
- On average 9% of youth identified as having a behavioral health or substance use disorder need.

Working with 6 school districts, CAPs Collaborative and a private parochial elementary school to identify the number of HWC ED referrals are received by the school, to request trauma responsive care for youth.

Heywood's HWC Emergency Room Department Analytics March – Aug 2023



Trauma Informed Resources:

The Barking Dog & Wise Owl

This video is a great tool to share with community stakeholders, including but not limited to: first responders, school staff, caregivers, and youth.

<https://www.youtube.com/watch?v=py8deTlxNco>



ACEs Presentations for Youth

The first of its kind in our region! Developed by Lisle Allen, here educational background specializes in neuroscience and education.

Youth: Age 7-12 years

Teens: Age 13-18 years

A NATIONWIDE HWC COLLABORATIVE_BASECAMP HOLDS MONTHLY MEETINGS WITH REPRESENTATION FROM ALL PARTICIPATING HWC STATES.

To be added to the distribution list please contact Lisa Carmelia e: lisa.w.carmelia@wvsp.gov

Please visit the HWC webpage for additional information on the initiatives and other trauma informed resources.

www.heywood.org/handlewithcare



Any questions?

