

Project Narrative

Address: 965 Church Street, Parcel 130G 50, 72 & 65.

Zoning District: Mixed Use: IA

General

Child and Family Services is proposing major site and building improvements to this property to house their facility. The size of the building will not change. The use will be changed from a furniture store to a medical office the proposed programs for the facility are listed below with more specific detail.

Approximately one-half of the building will operate as a Mental Health Counseling Center. These programs will operate from 7:30 a.m. to 7:00 p.m. five days per week. The peak building use time is mid-afternoon. When we return to pre-COVID levels of building occupancy, we expect a maximum of 40-45 employees and 35-40 clients to be in this part of the building during mid-afternoon. Approximately 25% of our clients utilize public transportation or taxis to arrive at appointments.

The other half of the building will house the 24 hour programs (CBAT, ES and CCS). As the name indicates, these programs operate 24 hours per day, 365 days per year. The peak building use time is mid-afternoon. These programs have not been materially-impacted by COVID. We expect a maximum of 35-40 employees and 7-14 ES clients and visitors to be in this part of the building during mid-afternoon. In addition, there will be 18->24 CBAT & CCS clients in residence at any one time. The clients (ES, CBAT & CCS) arrive via friends/family (a few drive themselves), public transportation, taxi or ambulance. Ambulances are used to transport clients from the hospital to the CBAT & CCS programs (hospital diversion programs providing lower levels of care). On average, one client arrives by ambulance each day (these are non-emergency transports that do not employ sirens or flashers). Deliveries will normally occur between 8:30 and 4:30 each day (office supplies, food and household items, etc. used in the various programs).

Proposed Programs to be in Building

Community Based Acute Treatment Program (CBAT)

CBAT is a 9-15 bed, single room unit that provides intensive short term care to children and adolescents, aged 4-17. CBAT is inclusive of all genders and provides a structured and secured treatment setting for children and adolescents experiencing behavioral and emotional crisis. CBAT is a 24 hour therapeutic living environment with moderate levels of supervision and intensity of service and is used as a diversionary placement to inpatient hospitalization or as a bridge from hospital inpatient stay to home.

Once admitted to the CBAT, the clinicians work with families and guardians to formulate an individualized treatment plan that identifies the goals and needs of the client to help stabilize their emotional and behavioral crisis for safe return to the community. During the course of treatment,

clients receive individual therapy, group therapy, family therapy, and psychiatric assessment. Clients also receive schooling 5 days a week to allow them to maintain their educational needs. The average length of stay at the CBAT is 10 days

Licensing:

The program is licensed by the Department of Early Education and Care (EEC).

Emergency Services Program (Crisis Center or ES)

The Crisis Center operates 24 hours a day and provides care for people of all ages in need of emergency mental health counseling. An emergency service clinician evaluates the clients in crisis and arranges appropriate treatment after consultation with a psychiatrist. An experienced master's level clinician is available seven days a week and there is always a psychiatrist on-site or on-call.

It is from this site that ES supports the New Bedford Police Department by:

- 1) Providing a co-response service to officers responding to mental health calls throughout the city (ES staff are dispatched separately and arrive on site to assist the police officer)
- 2) Siting one staff member at the Police Department's North End Station who rides-along with the officer to provide crisis intervention and hospital ED diversion.

What We Do:

- Offer assessments and interventions 24 hours a day, 365 days a year.
- Work with the consumer, their family and collaterals.
- Identify the least restrictive level of care.
- Provide services at one of our community based sites or in the home, schools, residential settings, hospitals, etc.
- Provide follow up to assure adequate support.
- Crisis counseling and consultation to the family.
- Telephone support to youth and family.
- Coordination with crisis stabilization providers.
- Collaboration with Intensive Care Coordinator (ICC) and In-Home Therapy (IHT) for youth receiving those services.

The program is licensed by the Massachusetts Behavioral Health Partnership (MBHP).

Our Staffing:

Our staffing pattern consists of up to eight clinicians during the major part of the week and a minimum of two clinicians on over-nights. Administrator on call duties provide a back-up clinician at any given time if volume demands it. Our clinicians have a variety of specialties including substance abuse, child interventions and working with the elderly.

Community Crisis Stabilization (CCS)

CCS is a 9-12 bed unit that receives adult patients from our Emergency Services (ES) and from other ES programs in the area. CCS is for patients who need support, monitoring, and/or medication stabilization, but do not need hospital inpatient admission.

Clients admitted to CCS are seen by a psychiatrist and a social worker on a daily basis. Groups are provided to include education, symptom management, coping strategies, stress relief, etc. Family or significant other meetings are often facilitated to assist clients with a smooth transition back to the community. The average length of stay in CCS is three days. Admission is voluntary.

Our staffing pattern consists of:

- 24-hour nursing availability
- A full-time and part-time social worker
- Cross over social workers from our Emergency Services (24/7, as needed)
- A mental health worker (24/7)
- Psychiatry is scheduled on the unit each day to address the needs of our clients. A multi-disciplinary team meeting occurs every week day to discuss issues related to each case on the unit. All clients leave the unit with appointments for out-patient providers in the community.

Mental Health Counseling Center

This program offers individual counseling to children, adolescents, and adults as well as family and couples therapy. Counselors have earned advanced professional degrees in either psychology or social work and are licensed or working towards licensure in the state of Massachusetts. Additionally, counselors receive ongoing training and continuing education to help individuals work through a variety of challenges utilizing a full range of therapeutic interventions as well as collaboration with supports

In addition, psychiatrists and nurse practitioners specializing in adult, child, and geriatric psychiatry provide one-on one medication management sessions with clients and support other programs (such as CCS & CBAT). and.

Parking and Offloading Requirements

Per Chapter 9 Section 3100 of the City of New Bedford Zoning Bylaws, this project being a medical office/clinic, will require one parking space per 200 square feet (sf) of gross floor area (GFA) for the first 10,000 sf and one additional space per 1000 sf beyond 10,000 sf of GFA. Therefore, this project requires a minimum of 73 spaces. The applicant anticipates the need for additional parking above the required minimum, as such the site has been designed to provide 131 parking spaces, including 5 handicap accessible spaces as required by ADA. Additionally, one loading space is required to be provided in a manner such that loading/unloading shall not take place within a public way. This project proposes to provide one loading space located within the project site at the south west corner of the building.

Ownership

Child and Family Services, Inc. will own the building and be responsible for all site and building maintenance.

Project Schedule and Costs

Once CFS receives all required approvals from the city the final construction drawings will be completed and submitted for a building permit. It is anticipated that construction will take approximately 9 months to complete. Project construction costs are estimated as follows:

Site Improvements	\$ 950,000.00
Exterior Envelope	\$1,000,000.00
Interior Build Out	\$3,200,000.00
Total:	\$5,150,000.00

Drainage Improvements

There is currently limited drainage infrastructure on the project site with most stormwater runoff directly discharging to Church street via overland flow. This project will add a curb/pipe collection system which will collect and treat stormwater flows from all site impervious surfaces and discharge directly to the Church street drainage system. Treatment will be provided by deep sump catch basins as well as a First Defense water quality treatment unit. See attached drainage calculations for more information.

Building Renovations

The existing structure is approximately 34,000 square feet on one floor built in multiple phases during the past 50 years; is it currently used as a furniture warehouse and showroom. The interior will be stripped to the exterior walls and be built-out in two sections – one for 24 hour use and the second as a day use counseling center.

The 24 hour section will include a kitchen, laundry, 23 bedrooms, 12 bathrooms, two nurses stations, meeting rooms, counseling offices, staff cubicles and other rooms. The counseling center will include a client waiting area, counseling offices, staff cubicles, supervisory offices, bathrooms, staff break area and conference rooms. Construction will include expansion of the existing mezzanine and utilize new plumbing, mechanical, fire protection and electrical systems.

Exterior building improvements will include new insulated metal panels on the rear portion of the building, new windows, exterior painting of existing metal siding, lighting and landscaping.

The entire building will be similar in construction and use as the facility operated by the Agency today at 543 North St. in New Bedford.

Site Improvements

In addition to the parking/loading and drainage improvements noted above, other site improvements proposed are as follows:

- **Access:** Vehicular and pedestrian access will be improved by creating new and better-defined access drives and entrances to Church Street, Tarkiln Place, and Chaffee Street. Additionally, the existing perpendicular parking along Chaffee Street has been removed and replaced with parallel parking spaces. Also, new concrete sidewalks/walkways with appropriate wheelchair ramps will be added to improve pedestrian access along Church Street and provide better access to Chaffee Street and Tarkiln Place.
- **Landscaping:** The project proposes to improve the site aesthetics by removal of the large paved area along the frontage of the site as well as the fallow/gravel area to the south of the existing building. These areas will be replaced with grassed/landscape plantings along the frontage and planted landscaped islands integrated into the proposed parking areas at the south side of the property. Other landscape improvements will include new grassed and landscaped areas along the north and west sides of the property, within the outdoor activity areas, and adjacent to the building on all sides.