

Connections

Spring Edition

April 2009

Demonstrated commitment and excellence Recognizing 2008 achievements

I want to keep the concept of DHS being a value-driven organization in everybody's mind. The five DHS Core Values - Integrity, Stewardship, Responsibility, Respect, and Professionalism. These values exemplify the best of public service, and set an example for all of us to follow.

Due to inclement weather in December and January, combined with the difficulty coordinating delivery of certificates to individual house meetings, I am pleased to highlight the recipients of the 2008 SOCP awards. I take great pride in announcing the house(s) and dedicated staff that have contributed significantly to the department's efforts to provide the necessary supports and contribute to our clients quality of life, while being adaptable and creative in meeting those needs and solving problems. Their dedication to our mission, goals and values is an inspiration to all of us.

Please join me in congratulating these recipients for their dedication, care and compassion for others.

2008 Award Categories were:

Most Adaptable Site Manager:	David Amador
House(s) with No SAIF Claims:	Eliot # 3 and Weirich
Volunteer Thank you Certificate:	Dorothy Decker
House with Least Overtime:	Shoreline
Adapting to Med. Home Changes:	Joan Amato and Nora Castillo

Employee(s) who used "8 hours or Less Sick Leave"

Joan Amato	Candice Garcia	Jeffrey Zimmerman
Kathy Vrzak	Richard Peterson	

Employee(s) who used "16 hours or Less Sick Leave"

Anne Augsburger	Lester Jackson	Rosanna Miranda
Chadwick Michaels	Luanna Ramsey	Susan Phillips

Employee(s) who used "24 hours or Less Sick Leave"

Tonya Erickson	Richard Martinez	Kevin Lathrop
Lorna Perman	Linda Martinez	Mary Schur



Once again, a huge thank you to these employees and houses for their exemplary work.

Life doesn't require that we be the best, only that we try our best. H. Jackson Brown

SOCP Director: Deanna Bathke

Improving Communication on all levels at SOCP

A key area of concern, as noted in the recent “Employee Satisfaction” survey, is the need for better communication at all levels. In our March All Manager’s Meeting, Bill White, *SAIF Sr. Safety Management Consultant*, addressed key points for effective communication, we can all apply.

<p>Be specific</p> <ul style="list-style-type: none"> • Meeting: time and place • About: State the meeting purpose (Concise/clear) • Remember the importance of body language • Paraphrase – at the conclusion. 	<p>CORRECT . . . correctly:</p> <ul style="list-style-type: none"> • Keep mistakes in perspective, • Get facts or they’ll get you, • Were instructions clear, • Information and skills provided, • Check your anger, • Don’t name call or place labels, • Deal with here and now, • Make corrections in private, and • Involve the other person in the solution. 	<p>DO NOT take short cuts - GIVE difficult feedback:</p> <ul style="list-style-type: none"> • Timely and accurate, • Pinpoint details, • Acknowledge your part, and • Agree on the solution. <p>LISTEN to employees:</p> <ul style="list-style-type: none"> • Empower them by considering their work styles: Promoter, Controller, Supporter, and Analyzer.
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Promoter:	Supporter:	Analyzer:	Controller:
High dominate High social	High Social Low dominate	Low dominate Low social	High dominate Low social

General SOCP updates:

- ☑ **JUMP DRIVES** – Use **caution and keep track**, limiting the number used in each house. The recent email is a reminder about our HIPPA responsibilities. Information on the jumpdrives **must** be saved on the “House” C:Drive, to insure everyone has access to accurate/most current information when updating ISP/BSPs. Remember your “Secure It” training – A key to the prevention of lost or stolen (private / confidential) information is NOT removing the information from the house.
- ☑ **FORMS** – Do not alter or “tweak” forms. In addition, the “Overtime” forms are created for use by ALL houses and are approved by the Labor and Management Team. Only changes that are **valuable agency wide** will be considered for revision and will be sent to the Labor and Management Team for approval.

Business Administrator: Elaine Stauffer

A reminder from Seniors and People with Disabilities Licensing: OIS and First Aid card copies are needed in Central Office staff files

The SPD Licensing Unit must see copies of the OIS and 1st Aid cards in the staff files. The card copies and the “Course Status Update” form will be kept on file in the Central Office’s files. Thank you for your assistance.

Submitted by Q & A Manager: Pat Kettleon

Training: Intellectual Capital at SOCP . . .

Increasing and improving our collective knowledge and skills base

What is Intellectual Capital? Intellectual Capital is the combined knowledge of an organization. Our employees at SOCP are our most valuable asset. We not only try to attract new employees which possess the skills and desire to learn, but it is our goal to continually train and continue to motivate employees through education and instruction in order to ensure safety in the workplace and to keep their skills up-to-date. Our training program helps each employee achieve not only the highest level of specialization in their field, but confidence and an improvement of personal expertise. Our trainings target skill enhancement, safety guidelines and confidence. This “Intellectual Capital” translates into a motivational atmosphere, a safe workplace, and a strong organization in which our employees can thrive.

In order to grow as an agency this valued intellectual capital must grow. We strive to continually educate through a multitude of trainings, which are imperative that our employees attend. Each employee is given an opportunity to grow individually and to add to the intellect of the agency as a whole. Attendance is crucial, as valuable assets that are wasted with low attendance, could be utilized elsewhere.

Organizational confidence, through smart allocation of funds, will transport our agency and our employees into a secure future.

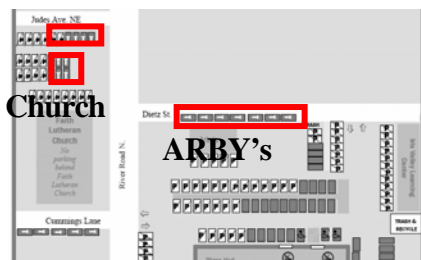
You are the agency’s most valuable asset and the agency invests a great deal of time and money in you and enhancing your skills and abilities to add to the “Intellectual Capital” of SOCP. The program’s future lies in the concentrated effort of our employees, their willingness and ability to achieve personal growth through continued trainings and skill enhancing instruction, and will ultimately map the organization’s success.

Submitted by Training Manager: Hugh Ollivierre

Why did the Training Department register all the Staff?

The Training Department registered all of the staff for this year as a cost cutting measure and to evenly spread the number of staff being trained each month. Managers, will still schedule and reschedule trainings based on needs of the house and they (managers) along with HR will get a notification whenever a class is missed, all classes are from 8 a.m. to 4:30 p.m.

DRESS APPROPRIATELY: When coming to class dress appropriately and be prepared for class, some classes such as OIS and AHA CPR/First Aid may require you to stoop, squat, kneel, stand, sit on the floor and lift up to 75 pounds. Clothing should be comfortable and allow for freedom of movement, while adhering to the SOCP Dress Code.



REMINDER: Parking while attending training is limited to Dietz Street and the Church parking lot. Please **do not** park in the Arby’s or Day Care Center parking lots, as they will tow your car.

Carpooling is encouraged.

For an enlarged map - SOCP Main Webpage under the Training heading.

http://www.dhs.state.or.us/spd/tools/dd/socp/SOCP_parking_map.pdf

VOC: Positive outcomes - working together

The goal of the VOC department is securing jobs in the community for as many SOCP individuals as possible. March added a success story with a of Shoreline client, securing a job at a South Salem Beauty Salon.

During the process of securing the job; the staff moved through doubt, hesitation and ultimately to excitement. Our client will be working 3 hours (2 days a week) with the possibility of Saturdays in the future.

Vicki Hemmert, initially located the job; spending time talking with the employer, explaining the SOCP program and the individuals we serve. She brought **Allen Burris**, BVS1 from Shoreline, into the process. The two worked together securing the job. There were times of doubt, but they never gave up and worked through the employer's concerns.

Sue Vittone, Site Manager of Shoreline, was a critical piece in the process, providing the necessary support for the client to manage her anxieties. She was nervous from the start and Sue helped her process the events and feel confident, when the time came for the interview.

When the client learned that she had secured the job, she was so excited that she immediately called her family!

Everyone is excited for her!!! Everyone had the interest of our client in the forefront and the goal was achieved.

srowell@dhs.state.or.us *Positive outcomes – Helping Individuals be Independent, Healthy and Safe.*

Thank you to the BVS1's for making these past 3 months very enjoyable!!

SOCP Client Annual Picnic:

Planning for this year's annual picnic is in full swing.

OUR THEME: "Hawaiian Luau"

WHO: Everyone is invited

WHEN: June 11th 10 a.m.- 2 p.m.

WHERE: Camp Taloali

WHAT: SOCP Annual Picnic providing plenty of food, activities and a live band

Committee members are:

- RW from Manzanita
- DB from Turner
- RP from Weirich
- BH from Ina
- JL from Hampden
- Lori Hamilton
- Cindy Barnett
- Ethelyn Viltz
- Audrey Hill
- Tara Stout
- Vicki Hemmert
- Debra Eades

The excitement and enthusiasm of this committee is going to make this year's event a lot of fun. If anyone would like to help, the sign up list will be posted soon.

Submitted by Sandy Rowell, VDSM

Pam's Farewell is bitter sweet . . .

"The most difficult thing for people to say in 25 words or less is good-bye." As many of you know, my 31 year journey with SPD and The State Operated Community Program has come to an end. It is now time for me to move on to my next journey – "Retirement."

Good Byes are not forever. . .

Good Byes are not the end.

They simply mean I'll miss you

Until we meet again!

I am going to miss the many friends that I have made over the years as well as working with the clients and staff.

I will take with me some great (and sometimes crazy) memories.

So as I leave, I will not say "Good-Bye," I will just say "See Ya Later."

Thanks again for those of you that were a part of my 31 year Journey! It has truly been a Journey!

Retired Vocational/Day Service Manager: Pam Lovejoy

HR: SOCP Anniversaries to come

1st Quarter Awards

5 Years	10 Years	20 Years		25 Years
Matthew Frazier Jennifer Ingalls Hill Chandel Schnicker	Deborah Jackman Joan Amato	Mea Allen Susan Short Susan Vittone	Joyce Johnson Sylvia Garcia Phillip Peneku	Pat Kettleon
Jeri Lynn Allen Carol Kading Mitzi Lemon	15 Years	Victoria Belgard Diana Gross Star Thorson	Carolyn Todd Jadwiga Zielinski	30 Years
	Todd Hartje Kathy Barce			Marcella Johnson

2nd Quarter Awards

5 Years	10 Years	15 Years	20 Years	25 Years
Koren Brooks Julie Ann Brown Kelli Kuenzi David Ramos Lisa R. Wilson	Charlotte Chrisman Brandy J. Clark	Shawn C. Carl Kin A. Tash	Marilyn K. Polston David A. Vanbysteren	Rick J. Krump
				30 Years
				Deanna G. Bathke Luz G. Kinsey

Safety Tips: When using Gardening Tools and Equipment

It's time to pull out the lawn mowers, and other gardening tools and equipment

It's essential to practice safety and common sense when working in the yard this spring/summer. The U.S. Consumer Product Safety Commission (CPSC) advises consumers to learn about the hazards of each piece of equipment, and take the following precautions to prevent injuries to you and others:

- Be sure you know how to operate the equipment. Know where the controls are and what they do. Make sure the equipment is in proper operating condition and guards or other safety devices have not been removed or disabled.
- Dress appropriately for the job. This includes: sturdy shoes with slip-resistant rubber soles, long pants and long-sleeved shirts, close-fitting clothes, eye protection, heavy gloves, hearing protection when needed, and no jewelry, which can get caught in moving parts.
- Before mowing, walk around the area in which you will be working to remove any objects like sticks, glass, metal, wire, stones and string that could cause injury or damage equipment. Nails and wire are the most hazardous objects thrown by mowers, capable of killing bystanders.
- Never work with electric power tools in wet or damp conditions. For protection against electrocution, use a ground fault circuit interrupter (GFCI). GFCIs come in several models, including portable plug-in types and as part of some extension cords.
- Be sure that extension cords are in good condition, are rated for outdoor use, and are the proper gauge for the electrical current capacity of the tool.
- Before making adjustments or clearing jams near moving parts, unplug electric tools and disconnect spark plug wires on gasoline-powered tools.
- Be sure that power tools are turned off and made inoperable if they must be left unattended.
- Handle gasoline carefully. Remember never to fill gas tanks while machinery is operating or when equipment is still hot. Do not fuel equipment indoors. Wipe up spills. Store gas in an approved container away from the house. Finally, never smoke or use any type of flame around gasoline.

Have a happy and safe spring/summer. Safety Manager: Richard Martinez



High Five / Kudos corner:

As the manager of Jody Place, I find I do not always take the time or have the time to let the staff know their efforts do not go unnoticed. Over the last few years we have had many “success stories” that all the staff can take pride in their big part of each success. We have:

- Successfully transitioned 5 clients into the community (that have not returned to SOCP),
- Taken a few hundred pounds off overweight individuals, our latest success came to live with us in June 2007 weighing 260 and now is down to 209, and
- Staff has given some very behaviorally challenging individuals other ways to get their wants and needs expressed and met.

This is all due to the day to day efforts of staff sharing their ideas of what might work and what won't work and their consistency doing what is best for our individuals, enabling them to reach a new level of independency and good quality of life.

To all the staff at Jody Place, thank you for a job well done. Your efforts are noticed and appreciated.

Site Manager, Lyn Hickman and Vocational Coordinator, Lynda Hellums

BVS Report: Improvements in the Behavior Support Plans

Since February 2009, the BVS2 team has been hard at work improving the overall look and content of the individual's Behavior Support Plans. These improvements include: Changing the order of the behavioral components and adding two new sections.

The first, describes how an individual's mental health diagnosis manifests in them and is a distillation of how an individual's mental health diagnosis(es) affect their functioning in their everyday life activities, interpersonal relationships, etc; In many ways, this section serves as a means to define a particular diagnosis (e.g. Bipolar Disorder, Antisocial Personality Disorder) in general terms and then relate it to individual behaviors.

The second section details the setting events, triggers and precursors for each individual's behavior.

Overall, these changes were made as a means to improve upon our methods for supporting the individual's in our agency in managing their own behavior in a safe and growth-enhancing environment. Since implementing these changes, the new plans have been well-received by all members of the team, including case managers, guardians and staff.

Beginning in May, the BVS2 team will be rolling out another change: Combining the Functional Analysis with the current Behavior Support Plans. The primary purpose of this change is to include all pertinent behavioral supports in one document, rather than spreading it across 2 or 3 documents. In this way, we will reduce unnecessary repetition, cut down on errors, and improve the overall clarity and professionalism of the documents.

In addition to these technical changes, in February, the BVS2 team welcomed 4 new members: **Dave Soukup** (Charles/Manzanita), **Deborah Hutchison** (Willamina/Manzanita), **Nathan Goodrow** (Gath/Turner) and **Crystal Alexander** (Martha) is a work-out-of-class. Matt Taylor accepted the BVS2 position at Hampden, as **Aaron Hall** moved to the BVS2 position at the newly opened Discovery program.

Jonathan Graf, who previously held the BVS2 position at Charles/Manzanita, has also accepted a work-out-of-class position as Shift Charge at Discovery.

Submitted by Behavior Support Manager, Jasmine Megowan

SOCP Central Office Job Rotations Update

The Department of Human Services offers job rotations for “development” and/or “career enrichment” opportunities. Job rotations are work assignment changes by mutual agreement, where in the employee(s) take on a new role for some period of time, agreed upon in advance by both. These arrangements are intended to be for the benefit of all the parties involved. SOCP has been on the receiving and sending end of job rotations in the recent months and years.

In 2007, **Barbara Cochran** participated in a “career enhancement and developmental” job rotation for 3 months, working under the supervision of Mary Gear. As a career enhancement job rotation, Barbara used her existing skills in a different setting, covering for an employee on Maternity Leave. Barbara utilized her organizational and clerical skills; coordinating abuse letters, mass mailings and inputting data updates for county case management. In addition, she was responsible for answering phones and directing the public to local SPD Offices and other State Agencies.

In March 2008, **Debbie Aljets** accepted a “career enhancement” job rotation working under Elaine Stauffer. She has been updating policies, procedures, forms, training materials, developing communications, manuals, procedural directions, designing and coordinating printing, forms and web postings for SOCP.

In November 2008, **Vicky Foster** accepted a “developmental” rotation. A developmental rotation provides an employee with the opportunity to acquire new skills. The employee is not expected to initially perform the full range of duties but is expected to develop the skills necessary during the term of the rotation. Vicky’s original rotation ended March 31 and she sought to continue her career opportunities in Financial Services by applying and interviewing for an open Receipting Unit position. We are pleased to announce she is currently working-out-of-class as an Accounting Tech 1. She processes overpayments and does data entry for a variety of assistance programs, under the supervision of Wayne Breach. Though she misses everyone at SOCP, she is enjoying her new career opportunity.

In February 2009, **Dora Huber** accepted a “developmental” rotation with the Community Integration Program (CIP) under the supervision of Heber Nelson. Dora is working with housing providers, contractors, the public and DHS contracts and accounting department dealing with projects for

SOCP and private group homes. Specifically, Dora is learning about the CIP home maintenance and repair program, Comp-300’s, submitting housing provider payments to include minor contracts, trust deeds and liens. *Dora says, “Hi to everyone at SOCP,” and adds, “I am enjoying my job rotation, everyone here has been great.”*

Brand McCoy joined the SOCP Central Office as a modify SAIF claim and expressed a desire to continue learning with a developmental assignment. She accepted a rotation February 9th with SPD Children Intensive In-Home Services as an OS2. She is currently using her typing skills, computer knowledge and reception phone skills. The skills being acquiring are: labeling, filing, preparing packets, renewal of criminal forms, contracts, faxes, scheduling rooms, creating spreadsheets and updating files. Brandy’s rotation under the supervision of Debbi Kraus-Dorn, continues until May 30th. *Brandy says, “I really enjoy working at a desk and using the computer. Most of all I enjoy working for children and knowing what we are doing is helping the children.”*

Thieu Nguyen (Brooks) and **Brian Patrick** (Gath) will begin job rotations with SOCP Maintenance Staff on April 20th through August 28th. They will be assisting the maintenance staff with the current backlog and with outdoor repairs during the upcoming months.

These job rotations offer a valuable opportunity for both, agencies and individuals, to improve and build a foundation of continuous improvement. For the employee accepting or requesting the rotation there is always the added benefit and security of returning to their original position if they do not desire to continue in the alternate career opportunity.

For more information about the DHS Rotation policy: www.dhs.state.or.us/policy/admin/hr/060_012_01.htm

Job rotation procedures:

www.dhs.state.or.us/policy/admin/hr/060_012_01.htm

News from the Nursing Corner

This has been a busy time in the nursing department. The outreach program now has three fulltime nurses, **Clare Chevalier**, **Paula Kennedy**, and **Mike Muhr** who are hither and yon visiting clients and training staff.

Beginning in January, Paula started teaching the Breeze2 Glucometer and EpiPen procedures on Thursday afternoons in central training. As of last count (beginning in November of 2008) total trained either in the homes or in central training was 346 staff.

The medical homes are busy too. Eliot House has three student nurses from Linfield College doing there clinical and learning about our clients' needs and treatments. Hawthorne is converting to a non-medical home and the nurses are moving to Eliot House except **Mike Smolen** who will be based at Hawthorne House. Adell St and 48th Houses are sad to see **Denise Munoz** leave but she is off to new adventures. The nurses have been busy with trainings and conferences.

A thought to remember:

“They say an apple a day keeps the doctor away but how do you get rid of the nurse?”

Help Support Our Troops

Adell Group Home has been gathering, packaging and sending care packages to our troops for 5 years. They are now accepting donations for the 2009 care packages. See below for a sampling of items needed. Care package items (or pop cans used to cover the postage) can be dropped off at Adell.

Shampoo	Conditioner	Deodorant	Toothpaste	Floss	Body Wash	Baby wipes
Q-tips	Neosporin	Sun Screen	Lotion	Jerky	Jelly Beans	Cup-of-Noodles
Gum	Hard Candy	Motel Soaps	Cookies	Tea	Instant Coffee	Powered Sports Drinks
Popcorn	Corn Nuts	Cocoa Mix	Trail Mix	Chips	Sugar packets	Sunflower Seeds
DVD's	CD's	Puzzle books	Bibles	Dice	Playing Cards	Oregon Postcards
Books	Stationary	Magazines	... any items to make them smile.			

Submitted by: Alice and Adell Group Home Clients and Staff

The next “Connections” newsletter is scheduled for July 2009. Articles need to be submitted by June 15th for consideration. Send your story ideas to:

Elaine.m.stauffer@state.or.us

