

# Connections

## Summer Edition

July 2009

## The State Operated Community Program's past and future

By *Marylee Fay, Administrator of the Office of Developmental Disabilities*

I would like to share a bit of information about the program and where we've been, before I address where the program is headed. The State Operated Community Program (SOCP) provides a "safety net" for the State of Oregon, providing the community based housing and treatment that previously occurred at the Fairview Training Center. Since its inception in 1990, SOCP has been charged with the mission of serving individuals with developmental disability who require some of the most challenging medical or behavioral supports. But the definition of "most challenging" has changed over time. At the same time that SOCP provides these critical supports, we also work with our private community partners to increase their skills to best meet individual needs. So fifteen years ago, when there was less knowledge and skills about supporting someone with autism, the population at SOCP reflected that need. Today many of the individuals we are supporting have co-occurring issues with both their developmental



### *We have big responsibilities*

disabilities and behaviors that have either resulted in criminal prosecution or could but for their ability to aid and assist in their own defense.

The SOCP program is based on individual client needs.

***Our mission has always been and will always be to serve the most challenging developmentally disabled individuals without bias to age, gender, disability, criminal history, or behavioral profile.***

Our ability to meet the changing needs of this population makes us a viable resource and comes with a great responsibility to adapt and change with the changing client profiles. The needs to serve developmentally disabled individuals with very challenging behaviors continues, while noting the individuals and their profiles have changed, the

programs mission and purpose have not.

I know there are concerns whether SOCP will continue to serve the growing number of developmentally disabled individuals exhibiting illegal and criminal behavior. The answer will depend on whether this trend continues, or another one emerges.

- What is clear is that SOCP will need to step up to serve any and all individuals that cannot be served by the state's privately run resources.
- And yes, this may and does include individuals with criminal justice histories and challenging behavior.

It is important to remember that clients who had exhibited such behaviors or continue to exhibit them, need a safe and secure environment for any meaningful change to occur.

**Our success stories are impressive.** To date, SOCP has not exited or evicted any client before they were ready to "step down" into other resources. Our statistics include 32 clients who have moved out of SOCP in the

last biennium (7/1/07 – 6/30/09). This is something we can all take pride in and remember it came with a price. The program is challenged daily and we are required to adapt and change with the clientele. You provide a tremendous service to this community. I appreciate the remarkable work you do every day, with its associated risks. SOCP continues to be flexible and make necessary changes to

meet the needs of the community. **We have seen this during the past biennium with:**

- Introduction of the new kid’s assessment and stabilization unit known as Discovery Place.
- The closure of some homes with open floor plans (*Russell St. and McMinnville*)
- The opening of homes with duplex model floor plans (*Charles St. and Martha*) that

better meet the needs of the clients entering the program. In 2009-2011 biennium, SOCP will continue to look for ways to meet the needs of the community, make adjustments and provide the needed supports for future success stories. Your skill, professionalism and dedication are what makes this possible. On behalf of the entire community supporting people with developmental disabilities, I thank you.

## Applying the Transformation Initiative to SOCP daily operations

### Building on past achievements and implementing menus pilot project

*What DHS and the State Operated Community Program does is too important not to be the best.* A

fundamental change began at the Oregon Department of Human Services in the way the agency does business. In a time of increasing demand on human services due to the economy and aging demographics, DHS is changing in order to continue providing the essential services Oregonians count on.

The change – called the Transformation Initiative – uses Lean methodologies to improve processes and early efforts already are reaping success. Lean creates a sustainable structure and process for change and continuous improvement. It is customer-focused and employee-driven. The Transformation Initiative started in January 2007 with a pilot project involving the application of Lean principles in DHS finance and Policy Analysis, Office of Financial Services and Office of Payment Accuracy and Recovery. The pilot was so successful that the effort was expanded to the entire



**Client menus “Pilot Project”**

agency in 2008. Employees want to cut through red tape and bureaucratic barriers so they can help clients quickly and well, and improve the way we use public resources. Our partners want us to streamline our contracting policies so that working with DHS doesn’t cause them financial hardship.

Client advocates want us to be creative and aggressive in solving problems and making things better for the individuals and families we serve.

The Transformation Initiative Lean process truly is transforming the way business is done at DHS to help the agency provide better client service, more accountability, and improved relationships with providers and stakeholders. The Transformation Initiative helps SOCP and other DHS programs meet these needs.

Using the Lean approach, SOCP is transforming the way business is done to help the program provide better client service, more accountability and improved relationships. Transformation is ongoing and SOCP is actively involved. A new SOCP Menu pilot program is addressing the need to provide

client specific diet needs, decrease staff grocery shopping time, provide vocational opportunities for SOCP clients and better monitor, (streamline) grocery expenditures. The pilot project is being tested at Shoreline, Brooks and Charles St., with the expectation the menu tools will be applied to all group homes eventually. **Sue Vittone** and **Andrey Guillen** lead the pilot. Thank you for all your hard work. A work group will meet to discuss the adaptation, coordination and integration to the remaining 27 group homes. Details will follow in the Fall newsletter.

SOCP will continue to implement the Lean processes and build upon our progress in the areas of:

- **Increased communication:** Newsletter, Surveys, email communications and Site Managers meetings
- **Consolidated contracts to capture quantity cost savings:** Coastwide, Terminix, James Heating, Northcoast Electric, and Excel Gloves.
- **Updated, clarified policies/procedures:** Our goal is consistency and compliance with increased communication to staff with internet access.

- **Forms updated and consolidated** to remove redundancy for time savings, improve accuracy and documentation consistency program wide. A **consolidated** Training F-1, In-House F-2, Transfer Core Comp document is in progress.. As needed the “Traveling Core Comps” would travel with employees to and from Central Office for training or as needed by Licensing.

SOCP is fortunate to have over 650 talented and dedicated employees working together to achieve the DHS and SOCP Missions:

*The State Operated Community Program an office of the Department of Human Services, Seniors and People with Disabilities Division. SOCP is dedicated to providing the support necessary to maintain the quality of life, achieve the highest possible level of independence and promote social opportunities that benefit the individual and the community.*

*SOCP Director: Deanna Bathke*



*Helping people to become independent, healthy and safe.*

## High Five / Kudos corner:

We would like to recognize the collective efforts of everyone (staff and managers) who worked to successfully open Discovery and Martha and close Russell St and McMinnville. Thank you for meeting the new challenges and needs of the program.

- Martha opening: Kudos to the staff for all of their hard work opening the house and assisting the clients to adjust to their new home, **Dawn Taylor, Karen Halvorson, Teresa Fuentes-Howard, Sue Vittone, Char Britt, David Amador,** and **Ron Leidkie** for setting up the house and books, making purchases for the home as well as all of the paperwork that accompanies the opening of a group home.
- Discovery opening: Kudos to the dedicated staff on embarking on the new aspect of SOCP and serving children, as well as **Sue Vittone, Char Britt, Dawn Taylor, Sandy Rowell,** and the Discovery Team lead by **Rosanna Miranda**. We would also like to thank **Audrey Guillen** for her sewing skills to add that decorating touch.
- Mcminnville and Russell closing. Kudos to the staff, **Teresa Fuentes, Rick Hethorn, Vicki Hemmert, Dawn Taylor, Peter Rizk, Marion Blocker** for all of their hard work moving and cleaning in preparation of closing the house.

The Program Managers would like to thank all of the experienced Site Managers for their assistance in mentoring and supporting the "new Managers". Your help is greatly appreciated. Thank you to everyone for filling in the gaps, supporting and assisting one another in a job well done.

*Program Administrator, Laura Traeger*

## SOCP Business: Keeping accurate records

It is an ongoing problem, trying to keep accurate house vehicle assignments and the appropriate billing records. In recent months, there has been an increase in vehicle exchanges between our homes, without notifying Central office. As a result a “Vehicle Assignment: exchange, modifications and/or additional car request” form is being drafted to better document vehicle needs and locations for billing purposes. Upon completion a sample will be sent to all group homes and posted to the SOCP website. If you have questions contact: [Elaine.M.Stauffer@state.or.us](mailto:Elaine.M.Stauffer@state.or.us) or [Laura.Traeger@state.or.us](mailto:Laura.Traeger@state.or.us).

The form is titled "SOCP Vehicle Assignments" and includes the following sections:

- Person requesting:** Name, Home, Date
- Vehicle license:** License number, Vehicle type, Make and model
- Exchange:** Dates of exchange, Specific reason for exchange, Reason for exchange (e.g., vehicle damaged, stolen, etc.), Vehicle license number, Exchange license number
- Modification:** Reason for modification, Specific
- Request for additional vehicle:** Request for additional vehicle, Specific, Justification must be specific: (e.g., mechanical - all mechanical hours must be identified)
- Other:** Other
- Signature:** Signature, Time
- Authorizing signature:** Signature, Date

At the bottom, it states "ORIGINAL COPY: Must be signed and dated by Central Office." and "Policy 5.03 Vehicle Ownership" and "DRAFT" and "DMS 3/2007 (9/09)".

## General SOCP updates:

☑ **Evacuation Maps** (second round) – Licensing requires the location of smoke detectors on all SOCP Group Home evacuation maps. In addition, Licensing requires the window dimensions and placement on floor plans. Current SOCP Group Homes Evacuation Maps are posted on the **SafetyNet webpage** <http://www.dhs.state.or.us/spd/tools/dd/socp/safetynet.htm>. If you have not already done so, download your evacuation map and mark the locations of your homes smoke detectors. Return it to Central Office attention: Debbie Aljets.

☑ **Carpooling is *encouraged* when attending SOCP Trainings.** Parking while attending training is limited to the Dietz Street and Church parking lot. Please **do not** park in the Arby's or Day Care Center parking lots or **you will be towed**. A detailed parking map may be viewed or downloaded from the SOCP Training webpage. [http://www.dhs.state.or.us/spd/tools/dd/socp/SOCP\\_parking\\_map.pdf](http://www.dhs.state.or.us/spd/tools/dd/socp/SOCP_parking_map.pdf) and a map is displayed outside the training entrance door.

☑ **New Core Trainings** – Within the next 2 years, every employee will be expected to attend the new mandatory core trainings: *Borderline Personality Disorder, Antisocial Behavior, Obsessive Compulsive Disorder, Conflict Management and Verbal De-escalation*. **Site Managers and staff** are responsible for working together to schedule and re-schedule trainings bases on the house needs. **STAFF REMINDER:** Be on time and dressed appropriately: Site Managers and HR , will receive a notification whenever a class is missed. All classes are from 8 a.m. to 4:30 p.m.

☑ **Please welcome our new site managers:** **Urmi Boyd** (Forsythia), **Brenda Roadhouse** (River Road) and **Linda Wimberly** (Willamina).



Brenda Roadhouse



Urmi Boyd



Linda Wimberly

☑ **Rotation updates:** **Debbie Aljets'** position has been transferred to SOCP and has been made permanent. She will continue to update and prepare: policies, procedures, forms, training materials and write and edit our quarterly newsletter. **Chris Edwards** is now assigned to the SOCP Central Office.

☑ **NEW 2009 SOCP Object Codes** (reference sheet ). Barbara Cochran is currently updating the codes to reflect the new biennium requirements and needs. Upon completing the new reference sheet, a copy will be placed in each SOCP group home mailbox.

*Business Administrator: Elaine Stauffer*

## HR: SOCP Anniversaries to come

### 3rd Quarter Awards

5 Years	10 Years	15 Years	20 Years	25 Years
Samuth Sang Aaron Hall Karla Vinson Julianne Rae Nicholas Fuimaono	Marietta Hopper Katrina Brink Regino Martinez	Todd Hartje Kathy Lindberg Barce Shawn Carl Kin Tash Vernal Gatchet Elaine Stauffer Judy Wall	Dawn Taylor Debra Stigen Michael Smolen Kurt Cogswell	Debbie Mcloud Dennis Granner
				30 Years
				Barbara Jeldness Linda Fogle

### Nursing Notes

The past few months have been busy with attention directed to the Swine Flu scare. Continue to be vigilant and with good hand washing by singing "Twinkle Twinkle Little Star" through once for a thorough job. While we have not seen any Swine Flu in our homes or staff, it is in Oregon. Remember to cover your mouth when coughing or sneezing, preferable not into your hands.

The Outreach program is expanding with the hire of **Lizz Pierce-Green**, RN. Lizz is excited to finish her training and get into the group homes. Lizz has an extensive background in working with DD clients as a HTT2, Site Manager and Vocational Coordinator in Eastern Oregon. She also has experience as a



Lizz Pierce-Green

corrections nurse at Marion County Correctional Facility better known as the jail. Please welcome her into the program when you see her.

Another face out and about is **Renee Hansen**, RN, is working part-time in the medical group homes and with outreach to train staff. Renee worked at Fairview Training Center and the State Hospital prior to getting her nursing degree. She currently works at Marion County Correctional Facility but SOCP is hopeful she will join our team full-time in the future. An important topic is client health, direct your concerns to your Site Manager or the on-call nurse if after hours. **Summer time : it is important to watch for signs and symptoms of dehydration!!!**



Renee Hansen

*Submitted by Supervising RN, Linda Fiegi*

### ISP Review Committee schedules

In an effort to assure consistency across all SOCP group homes an Individual Support Plan (ISP) Review Committee is being created. The committee will schedule, provide feedback and prepare for Licensing reviews. Site Managers, and the Behavior Support Manager, Jasmine Megowan, should have received the schedule containing dates, times, client's names and staff members responsible for attending. If a committee member is unable to attend the scheduled meeting, it is their responsibility to locate a replacement and notify Laura Traeger. If you need a copy of the scheduled committee meetings, contact:

[Sandy.Rowell@state.or.us](mailto:Sandy.Rowell@state.or.us) or [pat.kettleon@state.or.us](mailto:pat.kettleon@state.or.us)

*Submitted by Q & A Manager, Pat Kettleon*

## Safety: Citizen complaint overview

*Driving an E-plate vehicle is the most public activity performed by the majority of state employees. **Be aware that the public notices.***

*A citizen takes the time to complain about state employee driving or misuse of state vehicles about once every business day. It is not possible to count the number of people who have the same reaction but don't call. This is a serious public relations issue.*

### The complaints fall into two broad categories:

- Most frequent are complaints about how a state vehicle is being driven. Callers call in about state vehicles exceeding the speed limit, failing to signal lane changes, following too close, failing to yield right of way or other driving behavior that could lead to a crash.
- The second category is questions related to the use of the vehicle. Citizens report E-plate cars with child passengers traveling on weekends, occupants going shopping, or the vehicle parked at a private resident or park. Most complaints of misuse are unfounded. The public does not realize the variety of work performed by public employees. But some presume it is an example of "government waste." It is important to be able to respond and tell the public about the work that we do.
- ORS 283.395 prohibits any personal use of state vehicle. "Personal use" must be narrowly interpreted.



Complaints about driving are another matter. Poor driving habits are preludes to crashes. Little

things we don't notice anymore about our driving turn deadly in the wrong circumstances. Most people report they are "good" drivers; it's everyone else out there. Those

poor habits are noticed by others when it's an E-plate speeding, following too close or failing to signal.

- OAR 125-155-020(1) It is the policy of the state that all vehicles in use for state business shall be used legally, courteously and safely.

Citations including photo-radar tickets are reported through various channels. The state does not pay for parking fines or traffic tickets. The cost is the driver's personal expense. Fines may not be requested as part of reimbursement. Moving violations are investigated in the same fashion as citizen complaints.

#### **Goals for state drivers:**

- *Drive in a manner that does not attract attention.*
- *Use state vehicles only as allowed by statute and rule.*
- *Drive defensively to protect self, passengers and other road users.*

*Safety Manager, Richard Martinez*



## Do No Harm: **SOCP serves clients without bias or prejudice.**

*“Do no harm” is the central theme and guiding principle in the Oregon Intervention System curriculum. If you ask any OIS Steering Committee member to describe the OIS philosophy in one sentence they would likely say ... “Do no harm.”*

*“Do No Harm” is all about understanding the nature of our client’s disability, illness, disorder, behavior and supporting them through it all to have the best life possible.*

**“Do no harm”.** What exactly does this mean? Let’s step back in time and take a closer look.

Back in the 60’s and 70’s the technology of “Behavior Management” was developing ... researchers and clinicians alike were so focused on this new technology of behavior change that we all forgot we were treating human beings with disabilities who have unique needs and circumstances. There were some unsavory practices taking place across this country’s institutions (including Fairview Training Center, not to pick on Fairview because this was occurring all over) that are now considered abusive. FTC and many other institutions received some unwanted attention from the Federal Government. The philosophy of “Positive Behavior Supports” (PBS) grew out of the recognition that we are treating human beings and that most people (disabled/mentally ill or otherwise) wanted similar things out of life – *to be happy and healthy*. Treatment providers started to focus on the fact that developmentally disabled clients have the right to live a better quality of life. Happy people tend to engage in less challenging behavior.

*Isn’t that true for most of us?* If we are happy, we’re less cranky, less irritable and generally more pleasant to be with? While “Behavior Management” doesn’t do harm to clients, it can cause a power struggle between staff and client because under the system of “Behavior Management” our job is to “manage” the client’s behavior (which can include physical management). Under the

system of PBS staff’s job is to help the client have a good day (still allowing physical management if absolutely necessary).

***What’s the difference you ask?*** The difference is in how we think about and approach the system of supports we deliver to our clients.

It’s true that a large percentage of our clients have a form of mental illness along with their disability. One can argue that people with Borderline Personality Disorder (for example) have different needs and display different behaviors than people without this disorder. While this is true, it is also true that underneath it all, most still want what we want ... to be happy and healthy and have a good quality of life. So “Doing No Harm” takes on an added meaning beyond the notion of not using abusive practices or inflicting pain.

***Let’s take this one step further.*** What do most of us do when we sense danger? What do we do when we become anxious because we perceive our environment to be aggressive? What do we do if we are with people who are telling us what to do and when to do it? What would we do if other people were restraining us against our will? The answer is likely to vary with each of us but it’s safe to say that most of us would not be our happy, jovial selves, right? How many of us have decided not to follow our doctor’s recommendation on diet, medication, or exercise routine? How many of us don’t always get along with our neighbors, acquaintances, friends and family members? How many of us have decided to bend the rules

*Continued*

a bit to fit our immediate needs? We are all free to make these choices for better or for worse. Our clients want the same ability to make these choices. However, many of our clients have diminished “abilities” and therefore are in our care. Their developmental disabilities/mental retardation and mental illness can prevent them from being able to make these choices, or from making safe and healthy choices ... But most still want to! Their diminished abilities and their mental illness may also contribute to them having bizarre, unhealthy, challenging thoughts/behaviors which impact their quality of life ... But most still want to be happy and healthy! So **“Do No Harm”** also includes helping clients have a good life within the parameters of OIS and the agency’s Policy and Procedures.

***But what about aggressive, assaultive, and abusive clients you ask?***

Remember, mental illness and developmental disabilities/mental retardation are disorders and disabilities (afflictions) not punishments for bad people. If you ask a disabled person whether they wished for their disability, most would say ... “NO”! It’s true that some of our clients have broken the law and committed crimes. Once people have committed crimes, their rights may be compromised and certain supports (even restrictions) become necessary. Let’s remember, however, that we are care providers. The criminal justice system will levy the consequences that the law allows with our clients who have committed crimes. We

may be responsible for enforcing some conditions of release for clients on parole or probation. **“Do No Harm”** now becomes a philosophy of understanding that whether clients are physically assaultive, verbally aggressive, or medically fragile, we are entrusted to care for and support them regardless of their challenging behaviors, mental health diagnoses, or developmental disability.

- ***What if our medical doctor told us that s/he didn’t want to treat us because our medical condition was too challenging!***
- ***Or that s/he would treat us but only if we were not symptomatic!***

That would be unacceptable, right? The comparison here is that our job is to serve clients who have behavioral, psychiatric, or medical symptoms without bias or prejudice. So **“Do No Harm”** is all about understanding the **nature** of our client’s disability, illness, disorder, behavior and supporting them through it all to have the best life possible. Wouldn’t we want the same for ourselves or loved one?

*Submitted by Clinical Service Manager, Brad Heath*

*For more information about the Oregon Intervention System (OIS) philosophy, curriculum, training workshops and system of checks and balances, log onto:*

<http://www.otac.org/ois/?template=po>

**The following represents the core values held by the Oregon Intervention System (OIS)**

- Everyone deserves a high quality of life.
- Some people need significant supports.
- Support is best provided with person-centered emphasis.
- Supports must maintain a person’s dignity.
- We are more alike the people we support than we are different.
- We need to feel supported to best support others.
- Challenging behavior can compromise quality of life.



VOC: *The State Operated Community Program,*” its’ activities and all interactions within the community offer opportunities to change public misunderstandings / indifference and develop a positive reflection of what is being done accomplished at SOCP.



### **The June 11<sup>th</sup> Camp Taloali SOCP Luau Picnic**

It was a great success with 302 clients, families and staff attending. There was plenty of food, live entertainment and activities throughout the event. Everyone enjoyed themselves!!! Thank you to ALL committee members and volunteers who planned and coordinated this years’ event and for everyone’s attendance and participation.

**Get ready** - We are in the beginning stages of planning the SOCP Halloween Party. If you would like to be involved, please notify Sandy Rowell.

**Steppingstones closed June 30, 2009** – In appreciation, Alice Strong had a pizza party for all individuals involved in the production of seed balls and gave out T-shirts. Everyone was sad to see the centre close, but looking forward to finding employment opportunities within the community. Opportunities are happening.

#### ***Congratulations go out to:***

- **Cathy LaFournaise** for locating the volunteer job at the Dallas Courthouse.
- **Peter Rizk/Todd Hartje** for locating a shredding job at a church within the community.
- **Satrena Boone** for securing a weekly volunteer position at a local church.
- **Mark Bennett** has been working on the yard crew with a number of clients. The crew has been working at Milton/Hampden/Discovery/Ina. They hope to finish these homes and start at Willamina soon. This job has employed 8 individuals in the Salem area and is proving to be a success.
- A spin off has been created for a watering crew, providing regular watering, dead head removal of flowers, etc. Please let them know they are doing a great job that is very much appreciated!!!
- We also recently started a Salem area job for a client to deliver Marion County Case manager mail on a consistent basis. Marion County homes are to deliver their mail to the central office and put it in the slot marked "Marion County Case Mgr" and the mail will be delivered on Wednesday's.

#### **Progress continues on the creation of a VOC handout pamphlet for potential employers:**

It will offer an opportunity to promote and clarify the SOCP vocational program. Several clients have volunteered to be photographed in their daily work environments for presentation in this promotional handout. Thank you to all staff and clients for their assistance and cooperation

*Submitted by Sandy Rowell, VDSM*

**If you have a client ready for VOC consideration and community integration, send an email to:**  
[srowell@dhs.state.or.us](mailto:srowell@dhs.state.or.us).



## Continue Supporting Our Troops

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.			

*Alice and Adell Group Home Clients and Staff*

To access the Operated Community Program  
 "Connections" newsletter archive:



<http://www.dhs.state.or.us/spd/tools/dd/socp/news.htm>

The Fall "Connections" newsletter is scheduled for October 2009.  
 Submit articles by September 15<sup>th</sup>. to: [Debra.Aljets@state.or.us](mailto:Debra.Aljets@state.or.us)