

October  
2010

# Connections

*Fall Edition*

## ***SOCP Mission***

*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.*

## **Managers meeting:**

Oct. 19 – Faye's group  
Nov. 23 – Peggy's group  
Dec. 21 – Glenn's group

## **Inside:**

- Reactive Attachment Disorder (RAD)
- SOCP Anniversaries
- Notes on Nursing
- Behavior Support Enhancements
- Halloween planning

## Budget cuts affect SOCP

### ***SOCP will lose two management positions November 1st***

As you read in Dr. Goldberg's weekly message, the Legislature directed DHS to make another \$10.8 million administrative reduction in the current budget. This reduction is in addition to the administrative reductions that SPD has already been taking throughout the biennium, including the hiring freeze, out of state travel restrictions and leaving vacancies unfilled.

Additional budget reductions required DHS to take further management actions including 25 management service staff reductions through layoffs or retirement, continuing to hold vacancies, and to further reduce travel and professional service expenditures.

It is a difficult task to cut management positions. Some managers will lose their job. This is a difficult experience for these individuals, for their units, and for SPD. SPD first reduced management positions by holding vacancies and by leaving management positions unfilled. Unfortunately, we still had to cut additional positions to meet our target.

SPD will reduce 5 management service positions by layoff: SOCP by two managers, Field Services by two managers and Central Administration by one. Each of the managers has been notified. The important work of each manager makes these decisions more difficult.

We recognize how hard this is for these managers that have given so much to the clients and individuals served by SPD. We also recognize how painful this layoff will be for our managers and for their families and we ask you to support and assist them during this very difficult time.

As SPD continues to face more reductions and not being able to fill positions, I recognize how each and every one of you continue to give your best and continue to work hard on behalf of the many Oregonians we serve.

I can't thank you enough.

Through all of these changes, let us continue to improve Oregon's long term care services.

*Assistant Director, DHS / SPD: James D. Toews*

# Please love me . . . I hate you!

The love and dependency that is displayed between a children and a parent is one of the most touching relationships in our society. An attachment or special bond forms but sometimes a piece of this picture is missing. Sometimes the love, devotion and affection a child feels for his or her family seems to be missing. This syndrome is called **Reactive Attachment Disorder (RAD)**. It is devastating and difficult to diagnose and treat. Treatment is complicated further by the presence of an **Intellectual Disability\*** and possibly other mental health disorders.

Among the basic needs of a human being are safety, security, and trust. An attachment disorder is formed when these needs are not met and/or ignored. Children who lack proper care and attention during infancy and the first few years of life have a high level of stress hormones. This affects the way the nervous system and the brain interact and react to incoming stimuli. There are a number of factors as to why this impairment occurs. Among them are premature birth, in utero drug or alcohol trauma, unwanted pregnancy, separation from the birth mother, postpartum depression in mother, abuse or neglect the first few years of life, adoption trauma and hospitalization.

Some of the symptoms of Reactive Attachment Disorder

## Removing “Mental Retardation” terminology from Law

The House of Representatives unanimously approved a bill paving the way for the term “mental retardation” to be replaced with “intellectual disability” in many areas of federal law. The legislation known as Rosa’s Law now goes to President Obama for signature. (White House Officials say he intends to sign the measure). Under the bill, the terms “mental retardation” and “mentally retarded” would be stripped from federal health, education and labor policy. “Intellectual disability” and “individual with intellectual disability” would be inserted in their place. The changes would occur as laws and documents come up for revision over the next several years.

are: lack of impulse control, self destructive behaviors, intense rage, destruction of property, preoccupation with fire or evil, aggression towards others, inappropriate sexual conduct, cruelty to animals, manipulating, bed-wetting, demanding, and lack of remorse or conscience. Individuals with RAD can often appear to be giving the mixed message of “please love me . . . I hate you” because while they’re trying to gain attention, they are pushing people away by their offensive behavior.

RAD is treated with a behavioral support regimen for both parents and child. In some cases, biofeedback has also had some degree of success. Coping techniques for both parents and children are taught by trained coaches, therapists and counselors. Various residential treatment programs have shown some degree of success in treatment of RAD. Treatment in

the SOCP group home system is all about structure and predictability while teaching the individual to learn how to “trust”. Teaching coping skills for when emotions run high also goes a long way toward stabilizing the individual.

Co-occurring disorders are distinctly different disorders that can be found to exist alongside RAD. The most common co-occurrences are substance abuse, conduct disorder, Post Traumatic Stress Disorder and Obsessive-Compulsive Disorder. RAD has been frequently misdiagnosed as bi-polar disorder due to the constellation of symptoms when RAD occurs with another disorder such as substance abuse. When the primary disorder (RAD) is treated successfully, in many cases the co-occurring disorder such as substance abuse tends to decrease.

*Clinical Services Manager: Brad Heath*

# HR: SOCP 4<sup>th</sup> Quarter Anniversaries

5 Years	10 Years	15 Years	25 Years	30 Years
Andrea Arvay Trudy Freytag Karen Halvorson Leone Hoover Michael Kallinger Chris Lariccia Alys Mundo Lisa Smith	Rebecca Currie Kellie Hargens Matthew Orser Linda Peters Joseph Unrein Trina Vargo	Mary Jeanne Dumore	Deborah Carr Patricia Landers Juanita Spires Stan Starzynski	Margaret Haunhorst Audrey Hill Tim McCloud Tammy Trevino Jane Welch Yoko Whitfield
		20 Years		35 Years
		Susan Lacross Sharron Livengood Cynthi Ward-Sobkowiak		Richard Martinez

## Notes on Nursing

**Where has the time gone?** Three months have flown by and all the medical homes have been busy with outings, new client admits, in-house activities and birthdays.

New nurses have completed orientation and we are glad to have **David Clark** and **Hiromi Moxley** working in our medical homes.

The year 2010 has been groundbreaking for **NEO Medication Administration Classes**. **Lizz Pierce-Green** and **Lisa Neal** are doing a great job training and have included the Fatal Four; Aspiration, Dehydration, Constipation and Seizures. Lizz and Lisa are very detailed and have made this part of the 3-day NEO class interesting and definitely memorable. The Breeze2, diabetes and Epipen training are also added to the NEO training.

The outreach department, staff and Site Managers are excited to have a nurse stationed in the Eugene/Springfield area. **Marla Kasper** comes to us with previous experience having worked at Fairview as an LPN. Congratulations to **Lisa Neal** for her 20 years of services at Fairview and now here at SOCP.

**Coming soon:** **MRSA** and the **Diabetic Diet** training.

*Nurse Manager, Linda Fiegi*

## Help us welcome and support these employees ...

### Work out of class (WOC), job rotations (JR) and job developmental (JD):

Debra Brown	WOC	BVS1, Macleay
Richard Bruce	WOC	BVS2, Cade/Shoreline
Ryan Brush	WOC	SM, Silverton
Robin Campbell	JR	SPD
Tasha Chadwick	JR	HR Central Office
Todd Hartje	JR	SPD
Connie Hetrick	WOC	BVS2, Halsey/Hawthorne
Debra Jackman	JR	SPD
Bethany Lehman	WOC	BVS2, Eliot 1, 2, 3
Debra Eades	JR	SPD
Doug Livengood	JR	SPD
Tim McCloud	WOC	SM, Charles St.
Jay Mundo	WOC	HSS Shift Super., Discovery
Shem Tyle	JR	SPD
Koy Tran	JR	DHS Payroll
David VanBysteren	WOC	HSS Shift Supervisor, Eliot 1
Shana Wiese	JD	HSS Shift Supervisor, Eliot 1

### Promotions:

Mike Chase	Shift Charge, Hampden/Discover
Kim Nyseth	BVS1, Willamina/Milton

### Retirements:

Carmen Maple	Pat Martin
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# Recent Enhancements to Behavior Supports

*“One of the best ways to retain workers is to give them the information to do their jobs.” Jennifer Hill Ph.D. Oregon State Hospital*

## The role of the behavior specialist

The SOCP follows a specific framework to identify needs, preferences and risks and implement medical, home, educational, vocational and behavioral supports and strategies for our clients.

The behavior specialists work within this structure. The bread and butter of their job is to define and observe targeted behaviors, develop ways to eliminate them by minimizing setting events and triggers, find functional alternatives, and then collect and analyze data to make improvements and train staff and clients. Through person-centered supports and strategies, the functional alternatives are gradually replaced by desired outcomes.

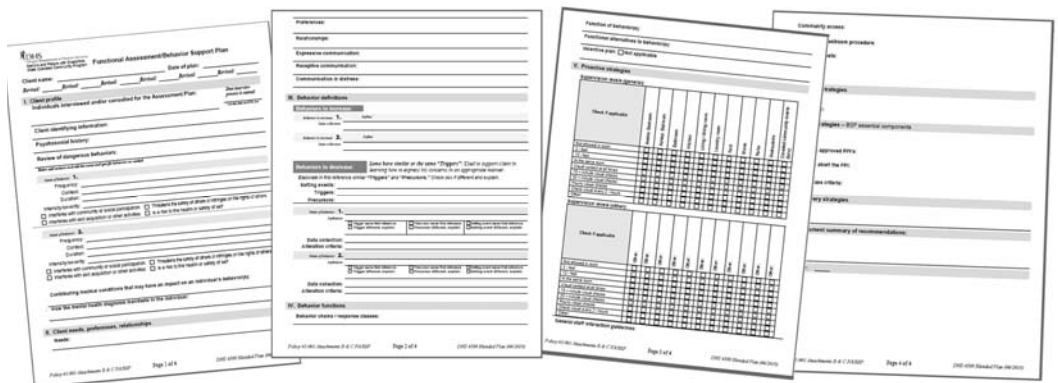
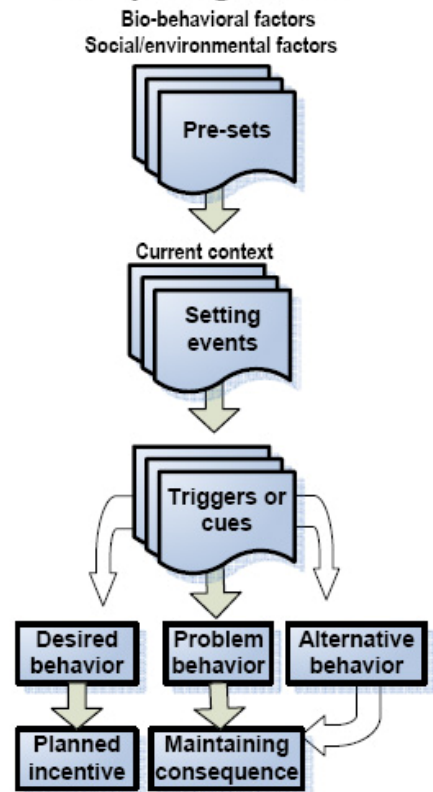
The behavior specialists work from the premise all behaviors serve a function. They develop strategies and implement environmental changes that make the targeted behaviors irrelevant, ineffective and inefficient. It’s a framework to help people get what they want and need by prosocial means. This process constantly changes.

One of the important tenets of this structure is to end redundancy and streamline processes. We made an effort this year to do so. Some of the improvements include combining the **Functional Assessment (FA)** with the **Behavior Support Plan (BSP)** to create the **Blended Plan**, simplifying the **Interaction Guidelines**, folding in the **Staffing Expectations** into the **Safety Plans** and **Blended Plan** and streamlining the **Incident Report (IR)** procedure.

## “Why change the BSP format?”

The **Blended Plan** cuts the paper in half freeing up time and state resources. We still work through the same process. We are mandated to complete an FA on individuals that have targeted behaviors and write in supports as needed. The FA is incorporated in the first sections of the Blended Plan and guides all of the strategies within the plan. The staff reference one document in order to provide behavior supports to their individuals. It’s simple and cuts down on redundancy.

## Competing Factors



*Behavior Supports Manager, Jonathan Graf*



## VOC: Halloween and Christmas are quickly approaching

Party planning is underway for this year's **Halloween Party** in its new location, the Portland Eliot Homes for the Salem and Northern area group homes. The party will be held **Thursday, October 28<sup>th</sup>** from 10 a.m. – 4 p.m. for adults and 4 p.m. – 6 p.m. for children (No SO's after 4 p.m.).

**Ghouls and goblins** are encouraged to arrive at staggered times to ease parking congestion:

- Salem Homes 11 a.m. – 12 p.m.
- Northern Homes 12 p.m.

Be creative and knock our socks off! Enter to win the 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> place in this year's costume contest - be it **Spooky, Funky** or just plain **Fun**. Due to the staggered arrival times – photos will be taken for judging and winners will be announced, Friday, October 29<sup>th</sup>.

Other activities include: Cupcake walk, bowling, Put the broom on the witch, Create your own Trick-or-Treat bags, and Pumpkin decorating. *Refer to your house emails for complete details and update's.*

### **SOCP Southern area homes join forces**

Lebanon, Springfield and Eugene area homes are organizing their own special blend of Halloween activities for the southern area group homes. Check with Lyn Hickman details and times.

### **Save the dates:**

On the heels of Halloween will be planning for this year's Christmas party at Rickreal Fairgrounds.

- **Children:** Wed., Dec. 15<sup>th</sup>
- **Adults:** Thurs., Dec. 16<sup>th</sup>

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

VOC/Day Service Manager: **Sandy Rowell**

### Can you help with Client Projects?

**DM** is living at one of our homes and would like assistance with his special project. He volunteers by collecting stamps for Salem Alliance Church. He cuts the stamps off envelopes and gives them to the church. If you can help please send canceled stamps to Central Office addressed "**DM's Stamp Project.**" (Names can be crossed out before submitting or will be shredded after use).

**Adell House** no longer collects pop cans to purchase postage for their letter writing project to our Service Men and Women. Donations of postage and/or stationary are gladly accepted. If you would like to donate to this worthy project please send postage and/or stationary to SOCP Central Office for marked "**Service Men & Women project.**"

## High Five / Kudos corner:

*Consider the value of a few sincere, well-chosen words of praise at the right time.*

▶ **Great job: Tara Stout** for locating employment at this years Oregon State Fair for an SOCP individual. **Cathy LaFournaise** for locating volunteer work for several individuals at the Salem Friends of Felines and 2 additional activities for ladies in Lebanon. **Gordon Lorsung** for locating shredding employment at a church for an individual. *VOC/Day Services, Sandy Rowell*

▶ **Thank you Chris Edwards:** Thank you for juggling to accommodate our computer needs, you are always gracious in assisting to meet our needs. *Willamina/James St. BVS2, Crystal Alexander*

▶ **Standing ovation for Chris Edwards Office Specialist 2:** For the work she does and daily dedication. Chris continually exhibits and demonstrates the DHS Core Values and team work in her daily activities. Since being assigned to the Central Training Dept as our Office Support, Chris has taken over most of the paper and computer work that we as trainers spent hours doing, in addition to her other office duties. She is fast, efficient and is a blessing to us in Central Training. A total wonder woman, I myself having done a lot of the Training Dept. paper and computer work and do not see how she does what she does all while remaining very helpful, team oriented and professional. I personally and professionally applaud and thank you Chris for your Professionalism, honesty, friendship and team work! You are awesome!

*Central Trainer, Rick Tate*

▶ **Standing ovation for Deanna Ziemer TDS2:** Deanna deserves a standing ovation for her dedication, professionalism, understanding, knowledge, skills and team orientation. Deanna has catapulted the Central Training Department into the next generation of training. Deanna continues to move the training material and trainers in the direction of Agency, Union and staff needs. She researches and develops new and updated training topics and material to include:

- Positive Behavioral Supports, Anti-Social, Borderline Personality, Autism and OCD curriculums. Her curriculum assists staff and trainers to understand the things you can not change, yet may treat.
- Verbal De-escalation and Conflict Resolution curriculum are designed to assist staff in their efforts in de-escalating a crisis before it gets to the point of placing someone in a PPI.

The feed back and input I've received from staff and individuals from inside and outside the Agency is very positive. Good job!

*Central Trainer, Rick Tate*

▶ **Kudos Allen Burris:** Allen has gone beyond his duties and is always willing to assist. Thank you for your hard work. Great job providing support services for our clients.

*Milton/Shoreline BVS2, Juanita Spires*

▶ **Kudos to the Shoreline staff** for their hard work during the many changes, in recent months. Amidst the changes, Staff managed to organize 2 camping trips and attend a variety of summer events/activities to meet ISP goals. Thank you! *Milton/Shoreline BVS2, Juanita Spires*

▶ **Congratulations to Shelby Brown of Tigard,** as she won the AFSCME design contest. Her design of hands holding bracelets will be used in the future. Way to go Shelby!

► **Kudos to Star Thorson**, as she is a shining star in the VOC/Day Services grocery shopper program and its' success. Star shines in all she does, going above and beyond to surmount challenges in her role as a shopper. Thank you for your outstanding contribution to the success of the program. *VOC/Day Services Manager, Sandy Rowell*

► **Kudos to Barbara Cochran**, Thank you for all your help and assistance during my transition to the Eliot group home. You went above and beyond spending extra time and speeding up the processes on unexpected issues. You are always available when questions arise, and more than willing to help and make me laugh. *Eliot Site Manager, Vicki Hemmert*

► **High Fives to Barbara Cochran**, she regularly makes herself available to assist management and staff throughout the day, providing answers from A-Z and providing the office its daily dose of chuckles. She is Central Office's "Go to Girl." Barbara's responsibilities require concentration (client payroll, social security, and billing) her knowledge and history of the program is indispensable. Oh, did we mention her sense of humor, it really makes the day enjoyable!!! We appreciate you and thank you Barbara! *Business Manager, Elaine Stauffer and VOC/Day Service, Sandy Rowell*

► **Kudos to Deanna Ziemer**: Job well done, the SOCP Medication Administration Manual has been updated to include the most recent form changes and policy updates. Thank you for quickly and efficiently making the needed changes! *Business Manager, Elaine Stauffer*

## SOCP Central Office Training

Since July 1<sup>st</sup> the following number of employees successfully completed classes.

***Remember, parking is limited.***

***Carpooling is encouraged.***

*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.*

Classes	July	Aug	Sept	Total
NEO	19	11	48	78
OIS	31	27	51	109
CPR	28	32	54	114
Med Refresher	14	18	27	59
Initial Med	9	8	29	46
Autism	31	15	43	89
OCD	34	18	45	97
Antisocial	35	21	52	108
Borderline	35	21	52	108
Verbal D-	21	34	53	108
Conflict Prevent. and Resolution	31	24	49	104
Boundaries	32	43	45	120
Documentation	27	41	41	109
New Employee Review	10	23	5	38

To access the State Operated Community Program  
“Connections” newsletter archive:  
<http://www.dhs.state.or.us/spd/tools/dd/socp/news.htm>



*We have big responsibilities*

The Winter “Connections” newsletter is scheduled for January 2011.  
Please submit articles by December 15<sup>th</sup> to: [Debra.Aljets@state.or.us](mailto:Debra.Aljets@state.or.us)

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