

April
2010

Connections

Spring 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.

All Managers meet:

April 20 – Glenn’s team
May 18 – Anne’s team
June 15 – Faye’s team

Inside:

- Furlough days
- Rotation updates
- Criminal History checks
- New Mandatory Classes
- New OIS Trainers
- VOC roundup
- Medication Disposal
- Kudos

Above ordinary: Professionalism

This month we begin recognizing the 2009 Achievements in the SOCP group homes and the individual employees who exemplify DHS Core Values: Integrity, Stewardship, Responsibility, Respect and Professionalism. Certificates are scheduled for distribution at the (6) All Staff Meetings and April’s All Managers Meeting. This is a rewarding opportunity to recognize the outstanding work done everyday to support individuals living within SOCP. Thank you for the difference you make everyday. **These individuals/homes go beyond the ordinary in their daily rounds and set the example.**



2009 Program Award Categories:

- House with No SAIF Claims in 2009: **Brooks**
- SOCP First Children Crisis Home, Exceeding Expectations: **Discovery**
- Least Overtime in 2009 (second year in a row): **Shoreline**

Successfully Passing Licensing Review 2009-2010

- Forsythia • Gath • Hawthorne • Ina • Jody
- Macleay • Milton • Shoreline • Turner

8 Hours or less Sick Leave used in 2009:

- Nora Castillo • Barbara Cochran • Jonathan Graf • Dennis Kinman
- Ron Liedkie • “Peter” Rizk • Deanna Ziemer

16 Hours or less Sick Leave used in 2009:

- Stan Gregory • Jerry W. Homes • Matthew Taylor • Laura Traeger

24 Hours or less Sick Leave used in 2009:

- Lori Barksdale • Charleen Britt • Deborah C. Carr • Lanell Cochran
- Tony K. Kwong • Thieu Nguyen • Keith Porter • Sandy Rowell

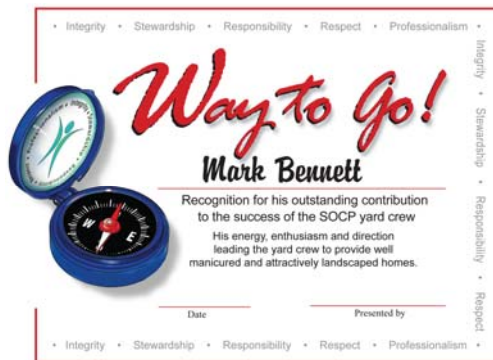
No Sick Leave

- Faye Anderson • Marion Blocker • Fred Eldredge • Larry Harrison
- Rick Krump • Linda Martinez • Mary Schur • Sue Vittone
- Les Jackson

Continued page 2

2009 Program Managers' "Way to Go" Certificates:

- **Mark Bennett** - Recognition for his outstanding contribution to the success of the SOCP yard crew, as part of their vocational program.
- **Marion Blocker** - For her work ethic, dedication and stewardship.
- **Fred Eldredge** - Recognition for providing essential client-oriented professional services.
- **Tim Humes** - Recognition for his dedication in meeting the challenges of SOCP Southern Region Homes.
- **Linda Martinez** - Recognition for bridging the gap and covering Adell's night shift needs.
- **Rosanna Miranda** – Recognition for her leadership and dedication. Meeting the challenges/needs and exceeding the expectations of opening, managing and sustaining SOCP's first Children Crisis Home, "Discovery."
- **Lizz Pierce-Green** – Recognition for outstanding teamwork.
- **Elaine Stauffer** – For her office reorganization coordination 2009-10. For applying Lean Processes: Driving out waste; time, efforts and materials.



- **Tara Stout** – For her positive attitude and dedication to her clients. She continuously seeks out activities and opportunities to enhance the lives of the individuals she supports.
- **Dawn Taylor** – Recognition for her leadership and mentoring. Contributions to the ISP Review Committee, Safety Committee and mentoring new and existing managers.
- **Sue Vittone** – For her work ethic, dedication and stewardship. Successfully and efficiently managing Shoreline Group Home.

2009 SOCP Volunteers:

48th Group Home: Deloris Bogosian and **Adell Group Home:** Violet Edwards and Katherine "Kitty" Thomas.

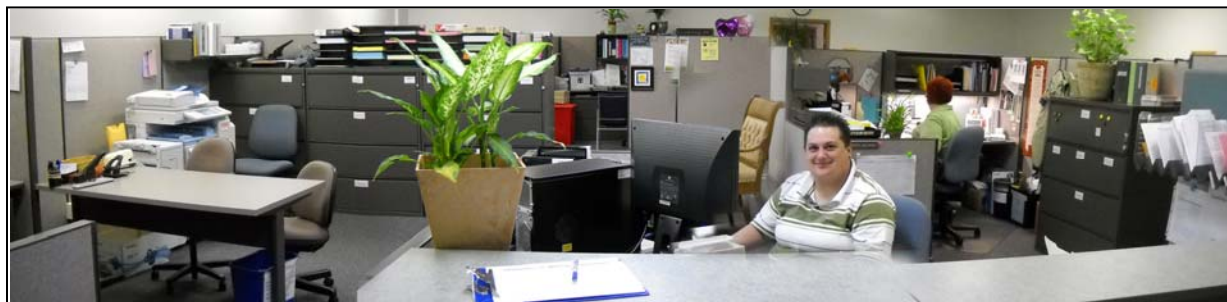
Thank you for your dedication to providing the supports necessary to maintain the quality of life and making a difference in the lives of the individuals you support.

SOCP Director: Deanna Bathke

Central office's new look

Come see the new look and flow of the Central Office's main area and be sure to check in at the reception desk. Beginning in February, the area underwent changes. Walls came down and new ones resurrected to better configure the space in an effort to streamline and improve efficiency and customer service. One key change was moving the Program Managers into a more private setting. They are now located in Laura Traeger and Brad Heath's old office. *Business Manager Elaine Stauffer*

Come in and say "Hello" but don't forget to sign-in.



Jennifer Cevallos welcomes clients and guests, while attending to the Central Office reception desk.

House Bill changes affect the State Operated Community Program

The Department of Human Services is taking important steps to ensure safety and quality of care for the most vulnerable Oregonians. Current employees, volunteers and applicants who apply for new positions within DHS will be screened for histories of founded abuse and neglect complaints, along with a criminal background check. The new screening process began in October of 2009, as authorized by the 2007 Oregon Legislature and March 22, 2010 marked the implementation date for “Criminal Record Checks” in all Community Based Care Facilities.

If you would like more information on the house bills, how it works, implementation or appeal process, more information is available online at: <http://www.oregon.gov/DHS/chc/>

With the implementation of the new house bill rules, SOCP is taking a closer look at our current policies, procedures and guidelines to reflect changes.

► Be aware the “**Employee Code of Conduct**” has been updated to state: “You **must immediately** notify your manager; if for any reason you can not fulfill/meet the duties, obligations and responsibilities of your position, due to a temporary condition/circumstance that may affect client supervision at home and/or in the community (i.e. pain medications, driving restrictions, etc.). Anything restricting you from supervising/caring for an individual as outlined within their staffing expectations, BSP or fulfilling the duties of your position description.

► **SOCP 2.007 Abuse policy and procedures** are being updated to reflect the changes and will be distributed upon completion.

Program Administrator: Laura Traeger

Remember to mark furlough days on your calendar

The next “Fixed Furlough Day” for the SOCP Central Office, is Friday, June 18th. The “Fixed Furlough Days,” apply to and are observed by SOCP: Office Specialist’s, Training Specialist 1 and 2’s, Behavior/Voc Specialists 1 and 2’s, Facility Maintenance Workers’, and the Human Resource’s Office. *If you have questions, contact the SOCP HR Office.*

- June 18 ► August 20
- Sept. 17 ► Nov. 26

SOCP job rotations and WOC: Help us welcome and support these employees

Job rotations offer a valuable opportunity for agencies and individuals, to improve and build a foundation of continuous improvement.

Crystal Alexander – WOC TDS1, North area
Tina Bossy – WOC PEM/B, Milton
John Braziel – WOC PEM/A, Hampden/Discovery
Koren Brooks – WOC PEM/B Madison.
Mike Burwell-JR – BVS1, Ina/Hawthorne
Chris Dukes – WOC PEM/B 48th & Adell
Connie Hetrick – WOC BVS2 – Halsey/Hawthorne
Carrie Kunda-JR – BVS1 Macleay
Tim Mcloud – WOC PEM/B, Charles St.
Alys Mundo-JR - BVS1, Willamina.
Karla Vincent – WOC PEM/B, James St.

Promotions:

Nathan Hamilton – BVS2 Charles/James St.
Vicki Hemmert – PEM/B Eliot
Brian Patrick – Maintenance Specialist

Grocery Shopper job rotations:

Cara Dixon, Sharon Livengood, Star Thorson, Lynn Tran Stump and Evelyn Cleveland.

For more information:

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

Central Office Training changes

Two new classes are being added to the mandatory SOCP CORE classes currently offered!

Documentation

Do you have difficulty knowing what to write in a progress note? (**DHS 4596_Progress Notes**) Do you find yourself having to re-write incident reports? (**DHS 4595_A-D Incident Reports**) Do your reports and notes tell the whole story of what happened? Would you like to improve your documentation skills?

Documentation is just one of the many important aspects of the work we do. What we document verifies the services we provide, the progress or lack of progress an individual is making as well as documents the history of a person's life.

Boundaries

Where do I end and you begin? Boundaries we all need them. In our jobs, we face boundary challenges every day. This class is designed to help us identify boundaries with co-workers and clients, establish healthy boundaries and how to respond when our boundaries are being threatened or violated.

Look for these new classes on **DHS Learning Center** website using the keyword SOCP. Contact your Supervisor for registration.

OIS Oversight coming to a home near you

We now have three OIS Oversight persons with the main responsibility of conducting OIS practice sessions in the homes. As you know, we are required to practice OIS techniques and discuss philosophy each month. **Kevin Reilly, Nathan Kennedy, and Crystal Alexander** are now going to be conducting these sessions in your homes. Crystal has the Northern homes, Kevin, the central region and Nathan the southern homes. They will be scheduling times to both review philosophy topics as well as to practice the actual physical techniques. Practice can only help us so that these techniques become second nature. I also want to extend a HUGE thank you to all of our **OIS oversight helpers** in the past who had provided these practice sessions in the homes. Your work is greatly appreciated!

*Clinical Service Manager: **Bradley Heath***

Behavior Supports documentation advancements: value added combinations

Since October 2009, the BVS2 team has been hard at work redesigning the behavior section of SOCP's monthlies.

In particular, this section of the monthly was transformed

from its original Word version into a new Excel version that is linked to two other mandatory behavioral support documents: Monthly behavior graphs and 2-year behavior data for each client. The roll-

out of these new documents began on March 1st, 2010. Though these documents are primarily utilized by the BVS2's, Site and Program Managers, they are an integral component for accurately

Continued page 5

By the Numbers

Since January 1st 2010, the Central Training Department has trained the following number of employees: (*projected to the end of the month based on current registration)

Classes	Jan	Feb	Mar	Total
NEO	9	15	12*	36
OIS	23	39	30*	92
CPR	28	32	44	104
Med Refresher	12	15	36*	63
Initial Med	8	12	11	31
Autism	13	15	28*	56
OCD	14	16	22*	52
Antisocial	9	24	23*	56
Borderline	9	25	24*	58
Verbal D-Conflict	7	20	29	56
Prevent. & Resolution	10	20	41	71

assessing and understanding what behavioral strategies are needed in order to successfully support each client. Overall, the changes made to these documents have not only streamlined several of the BVS2 paperwork processes,

but they have also improved their quality and functionality. In addition to these document revisions, the BVS2 team has also experienced several personnel changes. With the recent closure of Creswell, **Chad Strawn** assumed the

BVS2 position at Martha Court and will continue to share the BVS2 responsibilities at River Road.

Also see: "SOCP job rotations and WOC" on page 3.

On April 15th, we said good-bye to **Richard Peterson** who has retired. Richard was an important member of the team and we wish him not only the best of luck, but also congratulate and thank him for his many years of service with the State.

Setting Events:

*What sets **up** a behavior or what sets the stage for the behavior.* By understanding these, we can better prevent behaviors by working to avoid specific problem environments. For example, if we have observed an individual becomes agitated when surrounded by loud or noisy environments, we can work to ensure their living environment is maintained at a more subdued level. **Setting event(s) examples:** Having a lack of funds, lack of meaningful relationships, crowded environments, etc.

Triggers:

*What sets **off** a behavior.* Like setting events, triggers tell us what environmental factors may cause a particular behavior (often the setting events and triggers are the same for an individual). When we understand the triggers, we can better prevent behaviors by working to avoid these. For example, if we observe that an individual becomes agitated when they need to attend a medical appointment, we can work to ensure that these moments are more comfortable. **Trigger examples include:** being told "no," seeing others involved in meaningful relationships, allergy attack, house mate's behavior and/or having to wait.

You asked:

What is the difference between setting and triggering events?

The Goal:

Recognize and learn what to avoid to reduce problem behaviors.

In addition to helping us to understand what to avoid, the setting events and triggers also provide information on what skill sets an individual may need to pursue in an effort to reduce problem behaviors. Example: If medical appointments are a trigger for an individual, it may be helpful to employ strategies that support the individual in becoming more comfortable with these (e.g. desensitization, bringing calming music to listen to, etc.). By

understanding an individual's setting events and triggers we can develop environments and opportunities for individuals to engage in positive behaviors, rather than problem behaviors.

Precursors:

How the individual let's us know that they are going to engage in their behavior. Knowing how an individual tells us they are becoming upset, assists in preventing the behavior from escalating. If we see an individual becoming agitated, we can reduce demands, ask what's wrong, etc. **Precursors examples include:** Face gets red, intensely stares, goes blank, stomps their feet, breaths heavily, swears and/or speech becomes erratic.

Behavior Support Manager, Jasmine Megowan

VOC: Responding to needs, expanding opportunities and capabilities

Thank you to **everyone** for donating to this years Governor’s Employee Food Drive. SOCP contributed 620 pounds of food to assist in meeting the growing need. *Next year our goal will be 1,000 pounds!*

VOC’s addition of Valentine balloon bouquets with Val-O-Grams was well received. Offering the hand crafted balloon bouquets would not have been possible without the direction and coordination of **Cathy LaFournaise**, BVS1, who ensured delivery on all shifts. A special “Thank you” goes to Cathy, **staff and clients** at **Gath** for hand creating and delivering the valentines and balloon bouquets.

There were blue skies outside and rainbows with a pot gold inside. It was all Shamrocks and smiles at our first St. Patrick’s Day Party held March 17th, at the Rickreal Fairgrounds.

Success and smiles were evident as clients

and staff were photographed with SOCP’s exceptional Leprechauns, **Ron Liedkie** and **Lyn Tran-Stump**.

Thank you goes to **Ethelyn** for taking the planning and

organization lead with the committee members: **Strena Boone**, **Mike Burwell**, **Cathy LaFournaise**, **Mary Biggs**, and **Beverly McClain**. The luck of the Irish was displayed in a variety of games, crafts, food and entertainment. The old Irish Blessing of “May your thoughts be as glad as the shamrocks, May



your heart be as light as a song.” was illustrated as many a client, duo and trio serenaded and entertained using the new audio equipment. It may have been the spring board for future performances, possibly even Christmas Caroling by the delightful trio.

Mark your calendar for our 2010 Annual Picnic in a *new* location: Pioneer Park, in Brownsville (just outside of Lebanon) July 1st. The picnic will also be a joint event, combined with celebrating SOCP’s 20th Anniversary. Interested in serving on the committee and/or assisting with the organization of activities?

Contact **Sandy Rowell** if you or a client is interested and continue to watch your house bulletin boards and check emails for updates as they are available.

Have you been into Central Office lately? Be sure to check out the wall

displays. The entry hall highlights posters of our clients attending the Annual Picnic, Halloween and St. Patty parties. Also, check out the client work. Two acrylic paintings by B.T are on display in the Deschutes room and H.H.’s Paper Mache race car next the reception desk. Great work clients!

A reminder, with the arrival of spring, the yard crew will be taking orders. Remember to turn in your **DHS 4671 VOC Services Request form**. If you have a client ready for VOC consideration and community

Continued page 7



integration, send an email to sandy.rowell@dhs.state.or.us.

The “**Vocational Surveys**” are in with a variety of really good ideas. Thank you for returning your thoughtful suggestions and ideas on time. In the coming weeks, we will be reviewing and proposing which ideas to consider and implement. Thank you for your continuous participation and support.

VOC/Day Service Manager: *Sandy Rowell*

Spring reminder to think safety: Gardening Tools and Equipment

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

- **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.

Safety information: forms and meeting minutes are located on the SafetyNet page: <http://www.dhs.state.or.us/spd/tools/dd/socp/safetynet.htm>

Reminder: SOCP employees are responsible for promptly reporting all traffic accidents, violations, and/or citations (excluding parking tickets) to their supervisor. Failure to report and/or list violations, driving with a suspended or otherwise invalid license may result in disciplinary action up to and including dismissal from state service.

- **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.

- **Check extension cords** to ensure they are in good condition and are rated for outdoor use, and are the proper gauge for the electrical current capacity of the tool.
- **Unplug electric tools and disconnect** spark plug wires on gasoline-powered tools: before making adjustments or clearing jams near moving parts.
- **Turn off power tools** and make inoperable if they must be left unattended.
- **Handle gasoline carefully.** Do not 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

Notes on Nursing

The medical homes have been busy with outings and parties. Eliot House 1 hosted a Saint Patrick's Day party organized by **Lori Gruenwald** and **Joan Amato**. Clients from the medical homes attended the SOCP Saint Patrick's Day party at Rickreall and enjoyed the festivities.

The outreach nurses have moved and their new office is located at the

little house at Milton St Group Home.

Lizz Pierce-Green is the Medication Administration Class main trainer with **Clare Chevalier** as her back-up as needed.

Staff and clients will be seeing **Nora Castillo**, LPN and **Lisa Neal**, LPN in the homes doing MAR and TAR reviews. Please make them feel welcome when you see them at your home.

The **Outreach nurses** will be in the homes at all different hours doing assessments of client charts, MAR/TAR's, medication cabinets and other forms used in the home for client drug counts and disposal. This is a positive for the program as it trains all the house staff and nursing staff to maintain client records and medications appropriately.

Proper disposal of medications

Just a reminder, to use the *updated* **DHS 4590 Drug Disposal Sheet** posted on the Forms Server <http://dhsforms.hr.state.or.us/Forms/Served/DE4590.pdf>

Due to the many issues, in different counties, surrounding the disposal of medications in sharps SOCP will no longer use sharps for our medication(s) disposal. SOCP has developed 2 disposal options.

Medications must remain in the bubble wrap with both options.

Preferred method: Contact the pharmacy and check for acceptance –requires 1 signature.

Alternate method: Contact the SOCP Outreach Nurse – requires 2 signatures.

The Alternate method utilizing the SOCP Outreach Nurse requires the first signature of either: Site manager, BVS1, BVS2 or Program Manager and the second signature will be the Outreach Nurse.

- Keep the original DHS 4590 form on file in the home (for 2 years).
- Send a copy of the DHS 4590 with the Outreach nurse.

Upon arrival at the Central Office/Milton Nurse's station; two additional signatures are required, the Nurse Manager and a witness/outreach nurse.

If you have questions or need clarification please call or email me for assistance.

Enjoy the spring weather that brings flowers and sunshine.

Nurse Supervisor, Linda Fiegi



High Five / Kudos corner:

► **Congratulations** are in order for **Vickie Foster** on the arrival of her healthy baby girl, **Anika Lilly Foster**. Anika was born Sunday, March 13, weighing in at 9 lbs. 3 ozs. and 20 inches.

► **Kudos: Jasmine Megowan**, for her ability to leap tall buildings in one single bound and to cover vacant BVS2 positions, while juggling all the other many and sundry duties of her position!

Clinical Services Manager, Brad Heath, MA

► **“High Fives go to Lynda Hellums!”** It is with great appreciation, I recognize the work of Lynda Hellums. For making the drive from Jody Place in Lebanon, to assist with time sensitive tasks at Gath. It is hard to express how grateful I am for the work she did. The clients and staff alike benefited and enjoyed having her.

Gath Site Manager, Ron Liedkie

► **Kudos:** I would like to thank all the **Shoreline staff** for their continued efforts and support to help make Shoreline one of the best homes in the SOCP to work at. You all bring a different quality and strength to the work place. Our continued success is just not possible without all your hard work and dedication. I appreciated everything you do. Thank you so much!

Shoreline Site Manager, Sue Vittone

► Thank you to our Program Managers: **Faye Anderson, Anne Augsburg, Glenn Nealy and Peggy Prather** for their continuing leadership and unwavering commitment to SOCP program, staff and clients.

Program Administrator, Laura Traeger

► **Kudos go to Glen Truesdel**, for his willingness to relocate temporarily to Forsythia to relieve the overtime and assist in balancing their work load and high fives to temporary staff, **Eric Dinsfriend** and **Zach Lewis** and **Kristin Sheffield**, a big Thank You goes out for your assistance in meeting multiple needs. Your flexibility, efforts and assistance have preserved the management and sanity of the weekends.

Last but not least, a big Thank You to all **Weirich staff** for maintaining usual activities within Weirich, while assisting their peers in the southern homes.

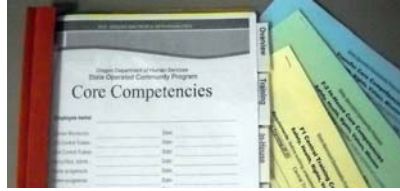
Weirich Site Manager, Karen Halvorson

► **Kudos to BVS2's:** Changing the ‘way that we have always done something’ can often be very challenging. However, over the past year and ½ the **Behavioral Specialists** have been integral players in driving change that has impacted areas from how they develop Behavior Support Plans to how they conduct data entry and analysis. I would like to **congratulate and thank the BVS2's** for their successful adoption and implementation of these changes by maintaining an open approach, providing honest feedback, and demonstrating high levels of flexibility and adaptation. Your hard work and dedication is greatly appreciated!

Behavior Support Manager, Jasmine Megowan

SOCP Core Competency documentation “Test Group”

The State Operated Community Program Core Competencies have been modified for consistency and the Position Duty/Responsibility



Core Comps folder containing signoff documentation for: HR, Central Training, In-House and Transfer.

Expectation(s) clarified. The presentation is expected to allow for better tracking and ease of retrieving information for all SOCP employees working in the 30 Group Homes before working unassisted.

The March 31, 2010 NEO class is the first “Test Group” utilizing the comprehensive

Presenters and trainers involved in the test group are encouraged to submit feedback, concerns or suggestions to Central Office: Debra.Aljets@state.or.us

Upon the return of the “Test Group” Core Comps (within 90 days) to Central office, the suggestions and comments will be reviewed, before implementing program wide.

“In-House Training Duties / Responsibilities Grid.” is posted to the SOCP web site.

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

<http://www.dhs.state.or.us/spd/tools/dd/socp/inhouse-tm-duties.pdf>

HR: SOCP April, May and June - 2nd Quarter Anniversaries

5 Years	5 Years	20 Years	25 Years	30 Years
Sara Brownstone	Joshua Neufeld	Andrew Batten	Alice Barrick	Brenda Arellano
Shannon Bolkan	Amanda Sigl	Mark Bennett	Marion Blocker	Everett Bennett
Marshall Catron	Gail Smith	Rogelio Castillo	Rose Darcey	George Dolan
Margaret Davis	10 years	Douglas Livengood	Audrey Elliott	
Marie Fanapin	Nellie Neighbors	Carmen Maple	Stan Gregory	
Vicki Hemmert	Don Newsom	Lisa Neal	Linda Hellums	
Maxine Iriarte	15 years		Berely Mack	
David Kapple	Richard Christenson		Henrietta Unrau	

Email acknowledgements and ideas by June 15th for next quarterly newsletter

Help us recognize the efforts and ideas of staff and managers who step up and in to assist. In our daily roles we bear important obligations caring for clients and assisting one another. It can be a challenge to provide an independent, healthy and safe environment, while



We have big responsibilities

meeting the multitude of daily processes and documentation required. Help recognize these efforts.

Email your acknowledgments and Kudos for our July 2010 newsletter to

Debra.aljets@state.or.us by June 15th. Check the link below for newsletter back issues.

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