

Difficult task accomplished: A testament to skill and commitment



Hello to Everyone!

I want to thank all of you and say how impressed and gratified I am at the work you all continue to do in the face of lots of change and challenges. You are an

amazing group.

This past year has been difficult, as everyone well knows. You have done a great job.

By the end of August we will have successfully closed the last of six homes we were mandated to reduce. In the course of doing this, along with other efforts to refer and place individuals, we will have placed 37 adults and 18 kids. All have been successful and none have needed to return. That is a testament to your skill and commitment to our core mission, which is to help those with the greatest need be able to learn, grow, and re-enter the community with our help.

We have also weathered cycles of staff “freezes”, which have made it very difficult to maintain needed staffing levels. Many of you have stepped up to work overtime, flex your schedules or help out in other ways. I can’t tell you how much I appreciate that. Although we are still not quite back to a “normal” hiring process, we are making real strides at getting permanent positions filled and needed temporary or limited duration assistance to fill our gaps.

I believe that in the coming months we will reach a point of more stability, be able to focus less on what is “closing” or “freezing”, and more on the doors we want to open for our clients, and the ways we can support you to accomplish that mission.

I hope you are having a good summer and spending time with family and friends. Thanks again for all your commitment and hard work.

SOCP Director, Robert T. Clabby

Be careful with your back

Back maintenance begins off the job. Your back is a full-time worker, involved in all your activities and requires 24-hour-a-day attention. A good diet and moderate exercise, including gentle stretching of your legs and back and toning of the stomach muscles, are important in keeping your back free of pain.

A lot of lifting is done off the job as well as on. Don't forget that children can be heavy. When picking up a child, bend your knees. When lifting a garage door, bend your knees. Most importantly, whenever you lift any item, you need to BEND YOUR KNEES!

When on the job, you will have to be extra careful as many activities throughout the day could strain your back. It's important that you know and respect your limitations; don't handle loads that are too heavy for you. The weight of the load itself may not be too much for you, but the number of times you have to handle the load may

make it too heavy.

In some instances, you may need equipment to help you lift or you may have to ask someone else on the job to give you a hand. Go ahead and ask. If you don't get help today, your co-worker may have to do your job—and his or hers—while you are out with a back pain.

As you know from your training, there is a right way to lift so you don't hurt your back.

A refresher:

- Don't twist at the waist when lifting or carrying a load. Instead, move your feet to turn your body.
- Be sure of a firm grip on the load.
- Don't lift or carry the load to one side of your body — use both hands.

To stay healthy and strong; eat well, exercise, rest and use good judgment. That way, you can keep the 400 muscles, 1,000 tendons, 31 pairs of nerves and 33 vertebrae of your back pain-free and in working order.

Safety Manager, Michelle Patton

Changes and updates from OIS, Training and BVS1's

Oregon Intervention System (OIS) techniques

The **Belt-Arm Pivot** and the **Two-Arm Grab/Clasp Release from Forearm** are two new techniques recently rolled out. You should have already seen these techniques demonstrated in your homes during an OIS practice session. If not, please see your OIS Oversight instructor for a demonstration and practice of these techniques. Contact **Roger Mannion, Kevin Reilly** or **Mike Vignery**.

Central Training moving forward

- We are in the process of creating the 2013 training calendar.
- We are looking at ways to incorporate time spent at the home earlier in the New Employee Orientation process.
- As well, we have two new clinical training curricula now available through the Learning Center, "**Fetal Alcohol Spectrum Disorders**" and "**Traumatic Brain Injury**". We are seeing an increase of individuals entering the system with these diagnoses.
- Back by popular request, we are offering **OIS and AHA onsite**. We have several classes scheduled north and south through the end of 2012. Please check the [Learning Center](#) for the class dates and locations.

BVS1's

As you know, the **BVS1's** will soon report to the individual Site Managers as part of the effort to review **Vocational Services** in the agency. SOCP has always provided strong vocational services. With the influx of challenging clientele, keeping these individuals engaged in meaningful activities and employment will be increasingly important and challenging. Having one BVS1 in each home reporting to the Site Manager will ensure consistency and continuity.

Clinical Services Manager/BVS1 & 2's, Brad Heath

SOCP Trainer Participates in International Conference on Positive Behavior Supports

In May of this year **Kevin R. Reilly**, TDS1 was invited to present two workshops at the British Institute of Learning Disabilities (BILD) 2012 International Research and Practice Conference held in Cardiff, Wales. Kevin presented one workshop on an overview of **The Oregon Intervention System (OIS)** and another titled "**Developing a Culture of Positive Behavior Supports in Residential Settings**". Kevin stated the response was overwhelming and unexpected with overflow crowds at each session.

The conference included delegates from the United Kingdom and Ireland and speakers from the United Kingdom, The Netherlands, Australia and the United States. Kevin stated, “This was the opportunity of a lifetime. It was very informative and interesting to see what other countries are doing to utilize **Positive Behavior Supports** when dealing with individuals that exhibit challenging behaviors.” He noted that we are on the same track as others when it comes to using verbal de-escalation techniques and doing what is necessary to transform the environment and daily routines to minimize behavior.

Kevin is also working towards a Master of Arts Degree in Clinical Mental Health Counseling at George Fox University.

Improving Expanded Overtime Training

The need exists to think “outside-of-the-box” and improve the **SOCP Expanded Overtime training and process system**. Lots of time and effort has been invested in setting up the current training, a system where less than one percent of individuals trained actually work overtime.

Nobody wants to be mandated (i.e. mandatoried for overtime) and everyone (the program, management, staff, trainers and clients) would benefit by improving the process, offering opportunities for staff to assist and avoid being mandatoried with the goal being a more successful and productive system, please send your thoughts on how to improve shift coverage.

Some examples:

- Revamp “what is trained” for expanded overtime.
- Invite attendees based on their prior six month work period.
- Consider allowing interested expanded individuals be responsible for reading BSP’s in lieu of training – requiring BVS1, BVS2 or SM to present a Q & A of key/major BSP points at the first OT, to assure BSP knowledge.

The opportunity and challenge exists to make things better, it would be great to improve how **Expanded Overtime Training** works. Partnering with each other to improve communication, the process and training just makes sense.

What ideas do you have? Please send your suggestions to email link of firstname.last@state.or.us.

*BVS I River Road and Forsythia, **Brian Lewis***

Supporting the Mission of the SOCP

Change is ever present — over the last 30 years there has been a profound shift in society’s understanding and importance of independence of seniors, people with physical disabilities and people with developmental disabilities. Many in our program have experienced the shift from institution life at the Fairview Training Center to community-based living to better serve people with disabilities at the SOCP.

The **State Operated Community Program (SOCP)** is unique in its ability to provide supports and services to the most extreme individual. We are the safety net and there are lots of opportunities to inform our legislative representatives how important SOCP is to our clients and the community.

With the current economic budget cuts and downsizing, it is important to be a cheerleader and coach for SOCP. We all have a stake in the health and safety of the clients we serve and the communities in which we live. There is a need to:

- Know and share stories about the programs’ history and its importance in the lives of the people it serves.
- Know the history and how it benefits our clients and community.
- Know why our program matters. Be able to discuss it with feeling and fervor.

It is a great idea to seek out ways to get involved - volunteer to help out in campaigns, attend candidate “coffees,” and let your friends know what **you** do for your community.

Employee Development Plans are about having conversations

Submitted by Ron Liedkie

It's not just a passing fad.

The Department of Human Services (DHS) is committed to creating a culture of excellence. That means practicing performance feedback and employee development is essential for us if we are to become the type of program we are expected to be.

Developing our skills as employees helps ensure our proficiency in our current position and strengthens our ability to move on into other positions. Are you proficient in your current position? Have you thought about moving into other positions?

Employee Development Plans start by having conversations with your supervisor. The purpose of those conversations is to not be handed a list of perceived deficiencies. That can look an awful lot like discipline, which is something our DHS Director warned us not to do when she addressed the issue of EDP's back in August of 2011.

The EDP meeting should be a chance to discuss your interests and develop mutually agreed upon goals. You and your supervisor actually have a shared responsibility to make the EDP be about your interests and goals. If you don't identify any interests or areas you want to develop, your supervisor may come up with some issues, which could end up sounding a lot like discipline or a work plan.

We ought to take advantage of this opportunity to use our EDP to strengthen our skills in our current position or take steps to moving into another position. We will feel more in control of our careers and hopefully be happier while we are delivering a better product for our clients, co-workers, managers and other stakeholders.

The Office of Human Resources is available to answer questions you might have about working with Employee Development Plans. Managers and represented staff in the State Operated Community Program can contact **Ron Liedkie, Employee Management Coach** at 503-378-5952 ext 237.

 High Five / Kudos corner:

*"A group becomes a team when all members are sure enough of themselves and their contributions to praise the skill of others." **Anonymous***

- ▶ **Congratulations to Cade retirees, Eve Bennett and Laura Scales** both long time employees of SOCP and FTC they began their retirement in July. We wish them well.
 - Also moving on was **Fred Jabin**, who took a position with Rebar. Good luck to him as well.
 - We will also miss **Crissandra Stephen**, who is an outstanding temporary employee, her insight, dedication and desire to learn really impressed those around her. She transferred to Gath to continue her employment as a temp but will be sorely missed at Cade. Good Luck Sandra.
 - We would also like to welcome **Denise Faulkenberry, Ernest Cleveland, Sonia Woolsey, Rebecca Mellon, Lisa Ramos, Denise Holm, Jerry Lacy, Terese Rudy, Melissa Fitzgerald, Audrey Guillen** and **Kim Hickman** to the Cade team. The staff and clients have been working hard to increase their SOVS hours, meet ISP goals and increase community integration hours.
 - **AJ** and **SB** went camping with **RG** from Turner at Detroit Lake State Park. It was a good time for all and I want to thank the **Cade and Turner staff** who participated and made it fun for the clients and work without any problems. They all got sweatshirts on the day trip to Sisters that they really enjoyed.

- One last but most important **THANK YOU** to **all the staff** who have been working hundreds of hours of overtime at **Cade** inhouse and expanded to ensure our clients get the supervision and support they need. Positions are being filled and temps hired, so hopefully the amount of overtime will decrease significantly.
- I am truly grateful to the **Cade Staff**, we are building an awesome team.

Cade Site Manager, Sue Vittone

▶ **North staff at OIS oversight trainings:** I would just like to take a moment to praise staff on how well everyone is doing with OIS oversight trainings. I have seen a big improvement from the time I first started the oversight training. **The staff from the north houses ROCK!!!** Keep it up

OIS Oversight Trainer North, Mike Vignery

▶ **High Five Brooks:** Brooks had a new client come into the home that had a "past". Staff took on the challenge and have worked very closely together showing this individual that he can be successful. This client now has two jobs, is going into the community averaging 25 hours a week and soon will be starting back to school. Each time I've seen him he says, "I love it at Brooks and I am doing good!"

KUDOS TO BROOKS!

▶ **High Five Turner:** The **Turner staff** works very closely together to meet the goals of the clients. A client did not have access to the kitchen. Staff all pulled together and she is now making snacks and putting dishes in the dishwasher in her kitchen. Everyone is working hard at making the home "more welcoming". It is looking great inside and out! **KUDOS TO TURNER!**

▶ **High Five Gath:** A few months ago and over a short period of time, a client was no longer under probation and was not civilly committed. The staff understood the client could leave. The teamwork showing the client what is needed to be ready to move into the community was phenomenal. This client was civilly committed but is still working with staff to get ready for placement down the road. **Gath staff** also has been working hard at making the home more welcoming!!! The home is coming along and looking great. **KUDOS TO GATH!**

▶ **High Five Macleay:** Macleay has been working on increasing the clients' community integration hours. This is a slow process but it is moving along. The staff work as a cohesive team planning carefully how to make each outing a success. Macleay staff's documentation skills at writing GER's also are superb !!! **KUDOS TO MACLEAY!**

▶ **High Five Hampden and Discovery:** These homes understand the need to be ready for absolutely anything on any given day. Staff may come back from days off to find clients have left and new clients arrived. These homes handle a challenge and know they can do it! Kids come in and out. The staff are a strong team who understands they are very much needed by the clients and the families and take great pride in the work they do! **KUDOS TO HAMPDEN AND DISCOVERY!!**

"Many of us are more capable than some of us ... but none of us is as capable as all of us!!"

Tom Wilson

▶ **High Five Shoreline:** When it was announced Shoreline would be closing it was not a big shock to the staff. But the clients — they took it with grace! The clients enjoyed meeting the providers as they went in and out and were very much pleased with the provider that took over the house **Tandem Northwest**. Each time I was at the house I observed staff discussing options with the clients and providing the necessary supports to the clients to feel safe with what was occurring in their lives. The **Shoreline staff** were a superb group. A few staff retired with the closure but most have bid into other homes within the agency, which will be a **benefit** to each home. **KUDOS TO SHORELINE STAFF!**

- I also would like to acknowledge the **nursing staff** involved in ensuring the clients' needs were met with the incoming providers. Their expertise and professionalism was exceptional during this transition.
- Thank you to **everyone** for the hard work you do on an hourly basis!!!!

*Program Manager (woc), **Sandy Rowell***

▶ **Special KUDOS** goes out to **Kevin Reilly** for stepping up to fill in for the training department when an unexpected leave occurred, and to **Nathan Kennedy** for being ready on deck. There are over 700 staff that receive training year-round, and with the Central Training department being down a position, this availability is greatly appreciated. DHS Core Values like "Stewardship" and "Responsibility" can get thrown around almost too casually, and even though teamwork isn't an official agency core value, it's refreshing to see it happen. Especially knowing these individuals have to move around and make adjustments to their arduous schedules. Thank you for your continued contributions.

*Training and Development Specialist, **Keith Porter***

▶ **KUDOS** to SOCP new employee, **Leon Kuzmin**, who will be working at **Halsey**. **Leon** was kind enough to take the two kittens that someone abandoned out by our Brooks group home. The kittens ended up at Brooks and we could not keep them. We appreciate him adopting the kittens and giving them a home. Thank you!!!

*Business Manager, **Elaine M. Stauffer***

▶ **Thank you ALL homes:** HR would like to thank all the homes that have started using the new **Personnel Action form** ([MISC 0109](#) that replaced the DHS0109 form). If you have not started using this form please do so, here's the link <https://apps.state.or.us/Forms/Served/de0109.doc> and send them to SOCP-HR Cindy Peterson.

*Records Tech, **Brenda Vyhnal***

▶ **KUDOS:** Thank you **Fred Eldredge** for your tireless and endless work in preparing and organizing SOCP placements. While Fred is scheduled to work part time, you'd never know it by the amount of time he puts toward the goal of relocating clients. Fred's work ethic, expertise and endearing smile are greatly appreciated.

Bullpen staff

▶ **High Fives to Team Macleay:** Your teamwork is remarkable! I'm proud to be a part of the team and thank you for your feedback, providing wonderful support for the individuals we serve and being diligent with behavior data. **Team Macleay ROCKS!** And a special thank you to BVS2 Lead, **Aaron Hall**, for all your support and feedback. You are appreciated more than you know!

*Behavioral Specialist, **Crystal Alexander***

▶ **Kudos** to **Tricia Landers**, HSS-woc, for going the extra mile! A Hampden Lane youth had a crisis on a Saturday night and Tricia came in to assess the situation and coordinate a response. The outcome was positive and Tricia's efforts made the difference!

▶ **Kudos** to **Nathan Kennedy** for earning the "**Road Runner Award**"! Nathan is single-handedly orchestrating/training the agency's ramp-up of Therap. This is no small task and has pulled Nathan in many different directions. He's been observed uttering the Road Runner moniker, "MEEP MEEP" as he makes his way up and down the I-5 corridor.

*Clinical Services Manager/BVS1 & 2's, **Brad Heath***

▶ **Job WELL done:** I would like to let Shoreline staff know how much I enjoyed working with them and all the effort that they put forth. **A good group**. I would also like to thank **Sonia, Leah, Lynn**, for all the overtime they put in to cover the house as we lost staff to new positions. **Audrey** and **Sandy G**.

how much I appreciate the hard work they did in helping with the closure. **THANK YOU Shoreline Staff.**

Former Shoreline Site Manager, Vicki Jarman

► **Kudos to all of the OIS Oversight trainers** for their hard work and flexibility with crazy schedules to ensure that all SOCP staff gets OIS practice regularly. A special kudos to Mike Vignery who was recognized by the Charles Street staff as follows:

Mike Vignery is doing really great job as our OIS review trainer. Mike always makes OIS review actually enjoyable. I couldn't believe that I was actually enjoying OIS review and I needed to let you know, if he can make OIS review enjoyable for me, he is doing a fantastic job! He always makes OIS interesting; he always has new information and tells us about any changes and why the changes were made. He patiently works with us until we get it right, helps us break bad habits, if he notices any and explains why the right way is better in a way that everyone can understand. He takes his time to make sure everyone is getting it, but he doesn't drag it on and on forever. It must be tedious for him to have to train the same stuff to countless staff every month, but somehow he always makes it seem fresh and he doesn't seem like he is just repeating the same info over and over. I don't know how he does it, but I am impressed.

SPECIAL REQUESTS:

Oak's DM likes magazines! Anyone with outdated or extra magazines wanting to unload them can send them to Oak Street

To access the **SOCP "Connections"** newsletter archive:

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

Please submit articles to: Debra.Aljets@state.or.us. OR

FAX articles to Central Office (503) 378-5917.

"And in the end it's not the years in your life that count; it's the life in your years."

Abraham Lincoln