

January
2011

Connections

Winter 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 19 – Glenn's team
July 19 – Faye's team/(PL)
Oct. 18 - Anne's team

Inside:

- SOCP Anniversaries
- Party roundup
- When does SOCP say "Uncle?"
- 2010 Training stats
- Job coaching
- Val-o-grams
- Kudos

SOCP Professionalism exemplified

This month we recognize the 2010 Achievements in the SOCP group homes and the individual employees who exemplify DHS Core Values: Integrity, Stewardship, Responsibility, Respect and Professionalism.

This is a rewarding opportunity to recognize the out-standing work done everyday to support individuals living within SOCP.

2010 Program Award Categories:

- House with No SAIF Claims in 2010: **Eliot 1** and **Tigard**
- HTT2 Home with Least Overtime in 2010 (3rd year): **Shoreline**
- MHTT Home with Least Overtime in 2010: **Weirich**

Successfully Passing Licensing Review 2010 (first time through)

- 48th
- Charles
- Discovery
- Eliot 1, 2, 3
- Ina
- Hampden
- James
- Madison
- Oak
- Weirich

8 Hours or less Sick Leave used in 2010:

- Debra Brown
- Ryan Brush
- Lanell Cochran
- Richard Martinez
- Brenda Roadhouse
- David Staggs
- Matt Taylor
- Sue Vittone

16 Hours or less Sick Leave used in 2010:

- David Burnham
- Nellie Jackson
- Ron Liedkie
- Saihou Suwanen
- Jeff Zimmerman

24 Hours or less Sick Leave used in 2010:

- Steven Beatty
- Koren Brooks
- Barbara Cochran
- Cythia Felton
- Steve Hafferman
- Lyn Hickman
- Jacob Horton
- Nathan Kennedy
- Tim McCloud
- Yoon Saeturn
- Debra Stigen
- Greg Watkins

No Sick Leave used:

- Faye Anderson
- Marion Blocker
- Michael Chase
- C J Culkin
- Fred Eldredge
- Larry Harrison
- Fred Jbin
- Les Jackson
- Rick Krump
- Jay Mundo
- Peter Rizk
- Sandy Rowell

Thank you for the difference you make everyday. **These individuals and homes go beyond the ordinary in their daily rounds and set the example.**

SOCP Director: Deanna Bathke

When does SOCP say “Uncle?”

There has been loads of questions both at the homes and in Central Training about when does SOCP say “Uncle”, in other words, at what point can SOCP say that we can’t serve a client because they are too

“I can't believe you guys do the impossible every day.”

big/dangerous/offensive? Firstly, where does this expression “Say Uncle” come from? The expression of “Say Uncle” is an Americanism which is a request for a

concession of defeat, to beg someone to stop, to surrender.

“Thank you for what you do!”

UNCLE is the verbal

concession the defeated party is required to say before being let go. But no one knows its origin for sure, so all we actually have is educated guesses. It first appeared as a schoolyard expression in around 1900 and began to be used figuratively by mid-century. What we do know is

the mission of SOCP is to be the safety net for the community, meaning we serve the most difficult

“It's amazing to see the progress you've made with such a difficult client”

individuals in Oregon with Developmental Disabilities. Given our mission and the reality that Oregon does not have an institution for individuals with Developmental Disabilities and severe challenging behavior, SOCP is the agency expected to serve these individuals. To meet the challenges, we have (and continue to) renovate our houses to become “target hardened” and “secure” to the extent possible. Remember that we do not own these houses, we lease them and have to gain approval from the respective owners for physical plant modifications. As well, we have increased our mandatory training classes to address the need to better understand certain disorders and principles like “conflict prevention” and “verbal de-escalation”. I have recently developed a “response” system with the State Police which includes a four digit code that corresponds to a particular house and gives OSP information about the house and clients. I have had a series of

meetings with our SAIF advisor to address staff safety. We now have OIS oversight staff in all of the homes on a monthly basis offering practice

sessions on OIS techniques. Now that the oversight staff

have been doing this for about a year, they are taking this practice to the next level by introducing scenarios into the training experience ... Such as, what would we do if Joe client does this? How

would we respond given what we know about Joe client’s size, behaviors, diagnosis, medical

conditions, our staffing pattern, etc.

While we “live” the unglamorous reality of being the “safety net” for Oregon, it’s important to know that this is not going unnoticed! The counties, private agencies, and families across the state who have referred challenging clients to SOCP think

that we rock! It’s important to know that we have some families that will do anything in their power to prevent their

loved one from being placed out of SOCP because of the tremendous service we provide. It’s important to know that we have counties that regularly exclaim that they wished there were more SOCP homes because of the tremendous service we provide. I recently presented a case study of a most challenging SOCP client to a group of DD professionals from all over Oregon (in various agencies/jobs) and the feedback was overwhelming:

- “I can’t believe you guys do the impossible every day”
- “I am now inspired to go back to my agency and go the extra mile with my client”
- “Thank you for what you do!”
- “It’s amazing to see the progress you’ve made with such a difficult client”
- “How do you guys do it?”
- “I’m so glad Oregon has SOCP”

Clinical Service Manager: Bradley Heath

Computerized documents pilot test group goes live February 7th

Therap is a web based, computerized system for documenting the work we do (and much more). We have chosen to pilot the **Therap system** with eight homes to see if it's a viable system for the entire agency. The following homes will be included in the pilot:

- **Eliot 2**
- **Jody Pl**
- **Macleay**
- **Madison**
- **Milton**
- **Oak St**
- **River Rd**
- **Weirich**

The Therap system will go "LIVE" on February 7, 2011 which means we go out of "Test" mode and into "This is real" mode. We are currently training staff from these 8 homes. Even though we are "piloting" eight homes, the Therap system starting 2/7 will replace old systems in these 8 homes. We have decided to start by using a few of the many Therap systems that are available:

- ❖ GER (General Event Record) will replace Incident Reports
- ❖ T-logs will replace Progress Notes

It's important to remember that Therap is an Internet based system but this does not grant us access to the Internet at large.

Question: "But I just want to check my personal emails real quick on my break"

Answer: "Sorry, no. You'll have to do that at home"

Another important thing to remember is that Therap is a live Internet system so you will have to be logged onto Therap through an active Internet connection to work on T-logs and GER's . . . you can't work on these forms off-line and input them later.

In closing, the Therap system is being widely used across the country and in Oregon. It will save us time, money and allow us to analyze clinical data in ways that will benefit us as an agency!

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

2010 Training Stats

The numbers are in and they reflect that the Central Training Unit has been very busy for the year 2010 offering over 2,800 hours of training! They also reflect that the staff have been busy successfully completing these training classes! Central Training continues to strive to be a top notch training unit offering current and relevant curricula to meet the needs of staff dealing with a changing clientele. Please let us know if you have requests for additional training topics, we are in the process of writing curricula for several new training classes for 2011. Stay tuned.

**Duplicated total*

Class	# of class hours	Staff completing training
AHA Heartsaver CPR and First Aid	344	496
OIS	840	502
Med Admin Refresher	176	263
Med Admin Remediation	32	8
Initial Med Admin	288	188
Conflict Prevention	192	431
Verbal De-escalation	200	411
Documentation	64	235
Boundaries	68	284
Intro to Autism	92	383
Understanding OCD	92	388
Antisocial Personality Disorder	100	365
Borderline Personality Disorder	100	366
New Employee Orientation (HR)	92	192
New Employee Review	176	157
TOTAL	2,856	4,669*

Notes on Nursing

Central Office **Outreach Nurses** welcome **Patty Landers** as she joins the team in a job rotation. The office bullpen has been slightly reconfigured to accommodate Nurse Supervisor, **Linda Fiegi, Paula Kennedy, Lizz Pierce-Green** and **Patty Landers**. Stop by and see the new arrangement.

Three nurses are available at the Milton Nurses Station: **Nora Castillo, Renee Hansen** and **Mike Muhr**.

VOC Holiday Party: Dinner, Santa and a Movie

The **Discovery/Hampden** Children's Christmas Party was the kick-off event of the season. The semi-formal event was held on **Dec 15th** and included a full course meal, Santa and a movie. The event went without a glitch and children's smiles were telling it all. Families came and watched as the smiles of their children were indescribable. Hampden's **Matt Taylor**, took the lead in making paper mache decorations with client involvement. These decorations will have client names added to them along with the year 2010 and be enjoyed for years to come at future holiday parties.

The Adult's Holiday Party was also a success on **Dec 16th**. This semi-formal event, showcased clients wearing suits and ladies wearing formal attire. The event started with a full course meal. After eating everyone waited patiently in line to receive gifts from Santa with his helper handing gifts out. Dessert

A special thank you to:

- **Star Thorson** - Lead food shopper – organizing the shopping for food
- **Rosanna Miranda** and the **Hampden/Discovery Team and Staff**
- **All Adult Home's Staff and Management**
- **John Prather** – Santa
- **Lyn Tran-Stump** – Santa's Helper
- **Audrey Hill** – Lead cook
- **Matt Taylor** - Decorations

followed the gift distribution and the party ended with a movie.

At both events the smiles told it all! I would like to say **thank you to each and every staff** that helped in making these events a joyful time for all! There were so many people involved from organizing to setting up, serving food, washing dishes and cleaning up thank you to each of you !!!

Support Services Manager: Sandy Rowell



Children's party offered smiles all around – Thank you!

To all of the wonderful caring staff that work at **Hampden /**

Discovery for the team work that it took to make the party nice for the kids:

The gift/clothes shopping staff; Night shift for preparing food; Special thanks to **Roy Satter** for the turkey preparation; **Dayshift** for pre-party preparations and assisting the kids dress up; **Swing shift's** positive attitudes at the party and special thanks to **Mike Bales** for all of the manual labor.

These are just a small number of the things that each of you do every day. Your jobs are challenging each day and often you only hear me give instructions or conversations when things go wrong ... I just don't say this enough, "I appreciate the effort you put forth each and everyday, you are the best team, **'Thank You, Hampden/Discovery!'**"

Matt Taylor otherwise known as **"Matthew Stewart"** for his grand vision and design of the

Thank you everybody that assisted in making the **Children's Christmas Party** a success.
The kids had a really good time

Star Thorson and **Lyn Tran**, our honorary members of the Hampden /

Discovery team. Thank you both for all of the hard work and patience, we appreciate you very much.

John Prather for being a really good Santa, the kids really enjoyed your portrayal of Jolly Old St. Nick.

Jonathan Graf for helping organize the transportation, cooking and your contagious Christmas spirit.

Connie Hetrick for driving all from Portland to help in the kitchen, Thank you.

Debra Brown for all of your help in the kitchen, Thank you.

Cathy Lafornaise for your bubbly personality and comedic presence it is always fun when you are present, thanks for your help.

Allen Burris for being company photographer, thank you.

decorations, thank you for all of the extra hard work that you did to make "fun" for the kids.

Alys Mundo for the extra time and your flexibility in helping to make the party a success and for all of the quiet non-glory seeking work that you do everyday (I see you), you are a true asset to our team.

Cindy Barnett for all of the extra work that you did to make this party come together, also for all of the extra work that you do every day at Discovery. You are a very important team member and I appreciate all that you do.

Aaron Hall for technical support and always remembering the details that the rest of us forget..

Fred Jabin, Mike Chase and Jay Mundo. You guys are the glue that hold us together. Thank you for launching party off the ground and your everyday perseverance.

*Discovery/Hampden Lane Site Manager: **Rosanna Miranda***

HR: SOCP January, February and March 1st Quarter Anniversaries

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

Job Coach: What does that mean?

People with Developmental Disabilities often need the assistance and support of a job coach to make them successful in their work. The job coach has the responsibility of teaching them the skills they need to be able to perform the job. As the job coach is doing this -- they also provide encouragement and support as they build up the person's self-confidence.

Within **State Operated Vocational Services (SOVS)** this can be as minimal as providing encouragement to as far as providing hand over hand assistance.

Many of the person's employed within SOVS appear to require minimal assistance. The key word is "appear". Many have learned to do the job, but have not learned all the aspects needed to perform the complete job.

The importance of:

- Being on time to work
- Dressing appropriately for the job
- Appropriate conversation levels ie. office settings, etc.
- Following through with completing the job

To assist individuals build their self-confidence SOCP promotes staff working alongside the individuals in their employment – modeling appropriate work interactions and ethics.

Even if an individual does not appear to want/need a job coach side-by-side with them, **State Operated Community Program (SOCP) staff** need to be participating in some facet of the job, modeling appropriate/acceptable behavior.

It is a proven fact, when we work together we accomplish more – the job becomes more enjoyable and fulfilling.

Are you unsure of what the expectations of the team are for the individual you support? If you would like a clearer understanding, please follow up with your BVS1, BVS2, Site Manager, Program Manager or Supports Service Manager.

Valentines 30 year tradition continues

The creation of **Val-o-grams** began as a fund raiser in February 1981 at the **Fairview Training Center** with funds being used for the Possible Building - an activity center built entirely with volunteer money and labor. Fairview closed in 1999 but the annual tradition of **Val-o-grams** continues as an annual project at the **State Operated Community Program**.

Volunteers, residents and staff personalized valentine cards each year for staff and residents, with the collected funds going into the residents' special activity fund. **Macleay and Brooks** house volunteers lead the efforts in this years' project. **508 cards** were created at 25 cents each and combined with cash donations.

Profits will be used for the SOCP Annual Picnic in Brownsville, scheduled for Wednesday, July 13, 2011 and \$100 will be reserved for 2012's Val-o-gram materials.

Thank you for your generous support and participation.

Val-o-gram's appearance and sentiments have not changed much in the 30 years since their creation, as seen in the March 1991 "Human Resources News."





High Five / Kudos corner:

- ▶ A **High Five** to **Audrey Guillen** for sharing her creative ideas and creating forms to assist the grocery shopping project. Audrey has graciously given all her ideas to the Grocery Shoppers to help them be successful. **“Thank you!”**
Star Thorson and Sandy Rowell

- ▶ A **High Five** to **48th St. Staff!!!** All 48th staff are smoke-free. This is outstanding accomplishment and is a great reward to staff and client health! **“Congratulations!”**
Nurse Supervisor, Linda Fiegi

- ▶ A **High Five** to **Ina Staff!** In the month of December, every client met their Daily Living and Community Integration goals for the month!
BVSI, Cara Dixon

- ▶ A **Kudos** to **Macleay and Brooks!** Due to your volunteer efforts, this years Val-o-gram’s project was a success.
Support Services Manager, Sandy Rowell

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

Please submit articles for the Spring Newsletter to: Debra.Aljets@state.or.us