

May 2011

CHARLOTTE



Behavioral Health Care

Monthly *Highlights*

A Message from the CEO,

The 2011 Legislative session is finally over and Mental Health and Substance Abuse services managed to escape the big movement to cut budgets. Both the Florida Council for Community Mental Health and the Florida Alcohol and Drug Abuse Association were extremely important in keeping our funding in place this year. CBHC is members of both organizations. It takes a strong presence in Tallahassee to see that the issues are understood and communicated to the right people. We also had support from NAMI, our consumers, family members and I'm sure many of you were active in voicing our cause. I think that we got the message out this year. If they cut our services , expenses to the state and our county go up...not down. The joint work of people all over the State managed to be heard.

This will definitely help CBHC in the next fiscal year. Our current year was already tough with over \$750,000 in cuts from the state, county and Medicaid. We are looking at ending the fiscal year June 30th with little or no profit. I think this is a sign of the times we are living in right now. I hope the economy will improve soon and already seems to be beginning to turn around. We have already started planning for our next fiscal year that starts in July and I will be scheduling meetings with each department to discuss ways to increase efficiencies and possible cuts costs. I will welcome your ideas and suggestions. We all need to work together in order to keep providing the quality services that CBHC is known for.



Save The Date

CHARLOTTE
CBHC & Fred Lang Foundation
Behavioral Health Care

Cordially invites the Charlotte County Community

8th
To A Garden Party
ANNUAL
SUMMER
Ball
6pm
JULY 30, 2011

CHARLOTTE COUNTY EVENT & CONFERENCE CENTER

For Tickets Call: 941.639.8300 ext: 275

Live Entertainment by "The Crashers"

Reservation Required by July 22, 2011

\$100.00 Per Person

To find out more about the CBHC and the
Fred Lang Foundation visit www.cbhcfl.org

Employees will have the option to purchase tickets for the Summer Ball for half price of \$50.00.

The Summer Ball Committee is also offering incentives to employees that secure a sponsorship for the 8th Annual Summer Ball. For a \$500 sponsorship, you will receive one (1) complimentary ticket. For a \$1,000 sponsorship, you will receive two (2) complimentary tickets.

Please see Jessica at x. 275 for more information, tickets and sponsor packets



Federal Benefit Payments are going Paperless



Federal Benefit Payments Are Going All-Electronic

The U.S. Department of the Treasury now requires all federal benefit and nontax payments to be paid electronically. People applying for Social Security, Veterans benefits or other federal benefits on or after **May 1, 2011**, will receive their payments electronically starting with their first payment. People currently receiving federal benefit checks will need to switch to an electronic payment option by **March 1, 2013**.

Those who do not choose an electronic payment option at the time they apply for federal benefits or those who do not switch by the deadline will receive their benefit payments via the **Direct Express® Debit MasterCard®** card, so they will not experience any interruption in payment. People who are already receiving benefit payments electronically do not need to take action. They will continue to receive their payment as usual on the payment day.

Having federal benefits paid electronically by **direct deposit** into the bank or credit union account of one's choice or into a **Direct Express®** card account is safer, faster and more reliable than receiving paper benefit checks. In 2010, more than 540,000 Treasury-issued checks were reported lost or stolen, and had to be reissued.

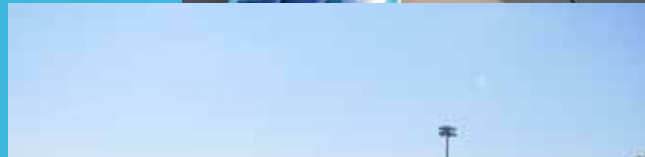
With **direct deposit**, the Treasury Department sends an electronic message to one's bank or credit union account on the usual payment day with the exact amount of the benefit payment from Social Security, VA or other federal agency. People don't have to worry about their money being stolen out of their mailbox and there's no need to make a trip to cash or deposit a check. Plus, it's better for the environment and saves taxpayer dollars.

Don't Wait - Sign Up Today!/Spread the Word that Signing up for Electronic Payments is Easy!

- **Have a bank or credit union account?** Sign up for **direct deposit**. Your money goes straight into your checking or savings account each month, so you can count on it being there on time, every time. It's easy. Visit your local financial institution, sign up online at www.GoDirect.org, or call the U.S. Treasury Processing Center at (800) 333-1795.
- **Prefer a prepaid debit card?** The **Direct Express®** card is a Treasury-recommended prepaid debit card that provides another safe, low-cost way to get your federal benefit payments. Your money will be posted to your **Direct Express®** card account each month, so you can access your money immediately on payment day. Funds on the **Direct Express®** card are FDIC-insured (up to the legal limit). There are no sign-up fees, monthly fees or overdraft charges. Some fees for optional services may apply. *No bank account or credit check is required.*

47th Annual Easter Egg Hunt

April 23rd



Strategic Planning Update:

As you know, we've been working on the CBHC Strategic Plan for 2010-2012. The staff & Champions of each Goal & Objective of the plan have truly worked hard. The next step is working toward the implementation of the solutions that were suggested, if and where possible. The committee is still striving to pinpoint what the top priorities may be for this objective. Please see the brief summary page below for Goal I – Objective A. ***To view the detailed presentation, please go to: P:/Drive/Strategic Plan Update folder*** The committee is still striving to pinpoint what the top priorities are in this objective.

GOAL I: IMPROVE MORALE OF CBHC STAFF (6 MONTH GOAL)

OBJECTIVE A: (Co-Champions): Judy VanderWeele and Cheryle Worthen

Identify and implement multiple strategies for decreasing/mitigating stress levels for clinical and administrative staff members and management.

COMMITTEE MEMBERS: Amy Hood, Shelly Terruso, Rico Leguerre, Barbara Murphy, Lori Iacobbo, Wendy Silva, Jesse Landis, Cynthia Allison

**** CBHC RESPONSIBILITIES ****

EXECUTIVE

Keep all employees informed on company undertakings prior to “changes” and without overstepping the chain of command.
“Accentuate the positive” departmentally and individually on a monthly basis—“listen” for ideas to improve processes etc.
Provide a “template” to fill in for “Above & Beyond” awards (individual and departments) to ensure all do regularly.
Provide skill training/CEU on a regular basis and especially provide supervisors with resources (materials, volunteers, cross training, providing ways to advance in the company, etc.). Consider a Volunteer Coordinator.
Career Ladder.
Put into motion the physical workplace changes needed.

MANAGEMENT

Clearly define job expectations (especially the small print items) and fair consequences from the start.
Provide guidance to those supervised and delineate how to improve clearly as needed—be sure chain of command is known and someone available to staff.
Be sure departments are staffed adequately; flex time provided as needed and honest kudos occurring regularly for all members of a team.
Look for ways to create a “team” spirit.
Group trainings to reinforce expectations or provide training/test case scenarios
Monthly lunch and praise fest.
Catch employees doing things right (reinforce it) by PRAISE.

ALL EMPLOYEES

Emphasis on customer satisfaction (welcoming, valued, innovative, etc.)
Look for ways to help consumers succeed.
Can include sharing resources or innovative ideas with other employees.
Connect with others through a possible company “Bulletin Board” (golf, bowl, diet/exercise, etc.)
Define needs – qualify and quantify them – then stay Solution Focused & set priorities.
Develop straight-forward communications with leads, supervisors and managers – initiate suggestions and positive opinions and options.
Ask for information. Provide timely feedback when information provided is not sufficient.

~ You may only be someone in the world, but to someone else, you may be the world~



The National Teen Dating Violence Awareness and Prevention encourages increased awareness and education about teen dating violence. Dating violence is controlling, abusive and destructive behavior in a romantic relationship. It may include verbal, emotional, physical and sexual abuse. Both boys and girls can be victims of dating violence.

According to the “Study on Teen Dating Violence” (Teenage Research Unlimited, 2005), one in five teens reports having been hit, pinched, slapped or pushed by a dating partner. Many studies indicate that as dating relationships become more serious, the potential for and nature of violent behavior escalates. Patterns of dating violence behavior often start early and can carry through into adult relationships.

Dating violence may cause lasting harmful health effects. Studies indicate those who experience dating violence are more likely to participate in binge drinking, fighting or smoking and are at an increased risk of suffering from mental illness (Seave & Lockyear, 2004).

It's never too early to talk to your teen about healthy relationships and dating violence. Break the Cycle (www.breakthecycle.org) provides parents with the following tips:

- ✦ Do your own research on teen dating violence to get the facts before talking to your teen.
- ✦ Provide your teen with examples of healthy relationships, pointing out unhealthy behavior.
- ✦ Ask questions and encourage open discussion. Make sure you listen to your teen.
- ✦ Keep it low key. Do not push if your teen is not ready to talk. Try again another time.
- ✦ Remind your teen that they have the right to say no and must respect the rights of others.

If your teen is in a relationship that feels uncomfortable, awkward or frightening, assure them that they can come to you.

For more information about teen dating abuse or to help find support for someone in need, contact the National Teen Dating Abuse Helpline at 1-866-331-9474 or www.loveisrespect.org or visit the Dating Resource Center's website at www.ncvc.org.

Quick Thinking... We Thank you!

~During dinner time on 4-12-2011 as consumers were eating and the duties of distributing food was still being managed, a consumer began choking. Joe Branco noticed the consumer was having difficulty and not able to talk and choking while she was pointing to her back.

Following the choking-rescue guidelines, Joe performed the Heimlich maneuver on this consumer in which forced a large piece of meat out of her windpipe. The consumer resumed breathing and was very grateful to Joe for his quick response.

Due to your keen observation and up-to-date training with CPR you may have saved the life of a consumer that was choking on food as it created an obvious obstruction of air flow to her lungs.

Job well done Joe!

~On 4/10/11 on the 11-7 shift one co-worker Phil M. answered a call from female calling from North Port, who claims that she drank detergent and took a bunch of Tylenol and aspirin. With speedy responds to inform me the consumer live in another county, as I called police department Phil keep female on the phone talking with her and having her answer question for dispatcher until authorities arrive at female home. When female told Phil that the police were there, Phil asked to speak to the police officer to make sure female was safe.

This is one of though situation here at the CSU when we as staff work with calm and thinkable reaction can help someone in need of our services and may just safe their live. Thank you Phil for being on top of your game.

" Sigggy "

Other Notes...

Employee Discount Club

Check out www.employee discos.com for discount programs to our employees!

Employee Discount Club provides employees with the benefits of convenient discounts on popular amusement park and attraction tickets. CBHC will be given access to an exclusive web site, customized for your organization, allowing big discounts not offered to the public. Check it out today!

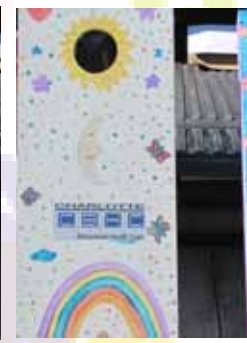
Employee Suggestions

Suggestion: Place in the CBHC Intranet an explanation of each of the Individual Service Codes for Billing along with the mins allowed for each event & which Billing event goes to which insurance.

Outcome: Your manager can give you copies of the Medicaid Guide to Services for which programs pertain to you.

EMPLOYEE NEWS, KUDOS & CONGRATULATIONS

★ A BIG THANK YOU to the **Maintenance Department**...after some brainstorming and an odd request, the Maintenance Department once again out did themselves! With just an "idea", they created a bean bag game for kids/consumers to play at the Annual Charlotte County Easter Egg Hunt on April 23rd. Consumers and staff from the **Recovery Center** then painted the game to add a special CBHC touch. The bean bag game will be stored at the Recovery Center for our consumers to enjoy. Thank you



to the **Recovery Center & Maintenance Dep't** for fulfilling a different request of out the norm!

~Jessica Boles

★ Thank you to **Wendy Silva and Healthy Families** for manning the CBHC/Healthy Families Easter Egg Hunt Table for Charlotte County on April 23rd! The kids loved it. CBHC had a game, and Leigh Ann Nowak from Card, had a craft for kids to put together, and both tables were packed the entire time. There was face painting and people were walking over to our tables and passing out their brochures while parents waited on their kids. Then the Easter Bunny came and landed in the middle of the field in a Charlotte County Sherriff's Helicopter and the kids went crazy for the Easter Egg Hunt!

★ A BIG Congratulations to Wendy Silva-she is now a LMHC! Way to go Wendy and Congratulations!

Welcome New Hires to CBHC

Start Date	Dept. Name	Last Name	First Name
4/11/2011	CSU	Funk	Darren
4/11/2011	CSU	Bertin	James

Contact Jessica Boles, Director of Community Relations & Development with your suggestions, photos, quotes or good news! jboles@cbhcfl.org or 941-639-8300 Ext. 275

CHARLOTTE



Behavioral Health Care

MORE EMPLOYEE NEWS, KUDOS & CONGRATULATIONS

★ *Linda Collins* volunteers at the Virginia B Andes clinic about one evening a month as part of a Wellness grant that the clinic has. Participants attend weekly classes of Yoga coupled with wellness lectures. Linda provides information in her talk about using exercise to reduce depressive symptoms and manage stress.

★ Congratulations to *Lynda Taylor* her first grandchild, Emmalisa Rose was born March 13, 2011, 4lbs 4 oz to her daughter Amanda Tackett (formerly Bradley) who was employed here for 5 years as a tech at GRTS, CSU & Recovery. Her husband is and Air Force MP now at Andrews Air Force Base, Wash DC area. Recently they transferred from Anchorage, Alaska.

CBHC Scholarship

Did you know - Charlotte Behavioral Health Care Scholarship fund exists because of the money collected from snack sales?

We used to have a cardboard box that we would fill every morning and leave in the kitchen for employees to purchase from. The accounting department employees took turns running to Sam's Club once a month to replenish supplies. Two years ago a snack machine company approached us and offered 5% of the sales. There would be no more trips to Sam's and we would not have to store the supplies in our offices. The machines are in the larger kitchen in building A.

The machines do not give us as much profit as the old cardboard box did - so if we keep this fund going we will probably have to give the award every other year.

Charlotte High School sent us 8 applications from students who were planning on a health related career. Employees voted on their preferences, there was a tie so each student will receive \$250.

The winners are:
#1 - Rianna Bachan will attend FSU
#2 - Anouchka Boesmans will attend Florida Atlantic University

Awards will be presented May 16th at Charlotte High School at Senior Awards Night.

~ *What lies behind us and what lies before us are tiny matters compared to what lies within us~*

Staff Celebrating Years of Service

HAPPY ANNIVERSARY!



Start Date	Dept. Name	Last Name	First Name
5/2/2005	CSU	Murphy	Barbara
5/4/2009	Med Clinic	Moore	Virginia
5/7/2004	CSU	Hipp	Sheryl
5/8/2009	Recovery	Marino Park	Michelle
5/10/2007	Med Clinic	Edwards	Jeffrey
5/10/2010	Outpatient	Houser	Shelia
5/10/2010	CSU	Hoover	Jennifer
5/11/2009	CSU	Jones	William
5/21/2008	CSU	Morris	Phillip
5/22/2006	CSU	Holdsworth	Bonnie
5/30/2006	Parenting	Patton	Jean

HAPPY BIRTHDAY!!!

Last Name	First Name	Month	Day	Division Code
Oliva	Mario	May	1	CSU
Fazzari	Patricia	May	1	Healthy Start
Hipp	Sheryl	May	3	CSU
Brown	Mitzi	May	4	CSU
Sciarratta	Sheri	May	9	Administration
Malik	Pamela	May	11	Healthy Families
Milliner	Tanya	May	12	CSU
Davis, Jr.	Eric	May	13	Dietary
Goulart	Tiffany	May	14	Med Clinic
Vazquez	Noel	May	15	Criminal Justice Diver-
Wynn	Patrick	May	16	Maintenance
Ulrich	Linda	May	20	Med Records
Brown	Kareem	May	23	CSU
Rodriguez	Vanessa	May	25	CSU
Daniels	Marilyn	May	26	CSU
Barber	Jaime	May	27	Outpatient
Wagner	William	May	27	CSU
Mussone	Michael	May	31	CSU



Restoring Hope...

March 29, 2011

Dear Friends,

Although I'm never at a loss for words, as I sit here to write this letter, there are so many things flying around in my head and heart when I think of ALL of you wonderful people that God put into my life. This is my feeble attempt to say that all of you touched my life and heart, I cannot thank ya'll enough. Showing me and helping me to search inside of me for the self that was pushed deeply in the back of my mind. I am so greatly blessed because of ya'lls caring and sharing with me each and every one of ya'll gave me something-a smile, a fact, food for thought, concern, most of all the helping hand that so needed to touch my heart.

The efforts of all ya'll were not in vain, however, because today living one day at a time, doing my best to work the program, meeting and sharing with other recovering alcoholics has enriched my life and brought me closer to God. I ma so grateful for these blessings from God working in my life through all the hero's at CBHC Recovery Unit.

I feel I may be rambling now so I will close for now.

Again thank each ad every one of you (the stars) for helping me as I trudge the road of happy destiny; helping me to see how to start this new way of life. God Bless-you are in my prayers.

Sincerely,
C.B.

~An ounce of performance is worth pounds of promises~

CHARLOTTE



Behavioral Health Care

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