

November 2011

CHARLOTTE



Behavioral Health Care

Monthly *Highlights*

A Message from the COO,

Happy Fall to All of You,

We are finally feeling a break from the humidity and a little coolness in the air. And some of us, myself included, have gotten the opportunity to take a break from the Palm trees and experience the Fall leaves and different colors. I am optimistic that likewise, at CBHC, Fall is going to show a change in our financial picture and we are starting to see the results of some of the changes we have made. At Management meeting this week, I paid Kudos to the CSU and Medical Services for keeping up their fast pace despite a difficult two months, but Records and Maintenance have done this as well. The key to our continued success is our ability to get creative, do more with less, and just make things work. That is what all of you do best for our clients and for this agency. Some really quick examples of this:

Healthy Start: Healthy Start (HS) moved under Gina Wynn and Megan Burkard and moved over to CBHC Building B this fiscal year. Not only did they endure a management change and a workplace change, but they also experienced and successfully implemented a significant productivity standard change. And they creatively approach their work...they are starting a short-term Parenting group at the Homeless Coalition for HS families.

Screening Department: Our Army of just a little over one staff manage all the new calls each month – in the hundreds – but also now coordinate and fill our Parenting groups up and try to solicit referrals for this struggling contract.

CSU & Dietary: Partnered to transition breakfast from hot to continental, which is a substantial staffing cost reduction to the agency. Our inpatient consumers continue to get hot lunches and dinners. And Dietary, with Chef Brian, continues to somehow provide quality food on a reduced budget. CSU continues to look for cost savings in just about everything they can think of including staffing, transportation, and medication.



Thanks to all of you for your continued great work during the past two difficult months. We know this is a tough year, but we will figure it out.



Have a Heart Lunch benefitting Charlotte County United Way 2011 Campaign

CBHC is proud of our partnership with United Way Charlotte County. We want to join in this year's campaign and do our part to support our community programs and we need your help.

**We are sponsoring a very special lunch
Monday, November 14th- 12 noon ~ 1:30 pm
featuring Grill Master Chef Gina Wynn**

With your minimum donation of \$10 (hopefully more!!!) you will have a hamburger/cheeseburger with deluxe fixings bar, BBQ chicken, salad bar, baked beans and macaroni salad. All proceeds from the luncheon will go directly to United Way Charlotte County.

To Go Boxes will be available for those needing take away service.



Behavioral Health Care

Call Jessica at 639-8300 ext. 275 for more information

CBHC "supporting the cure"

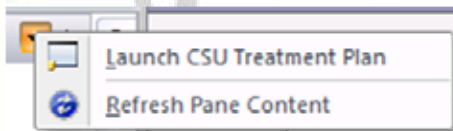
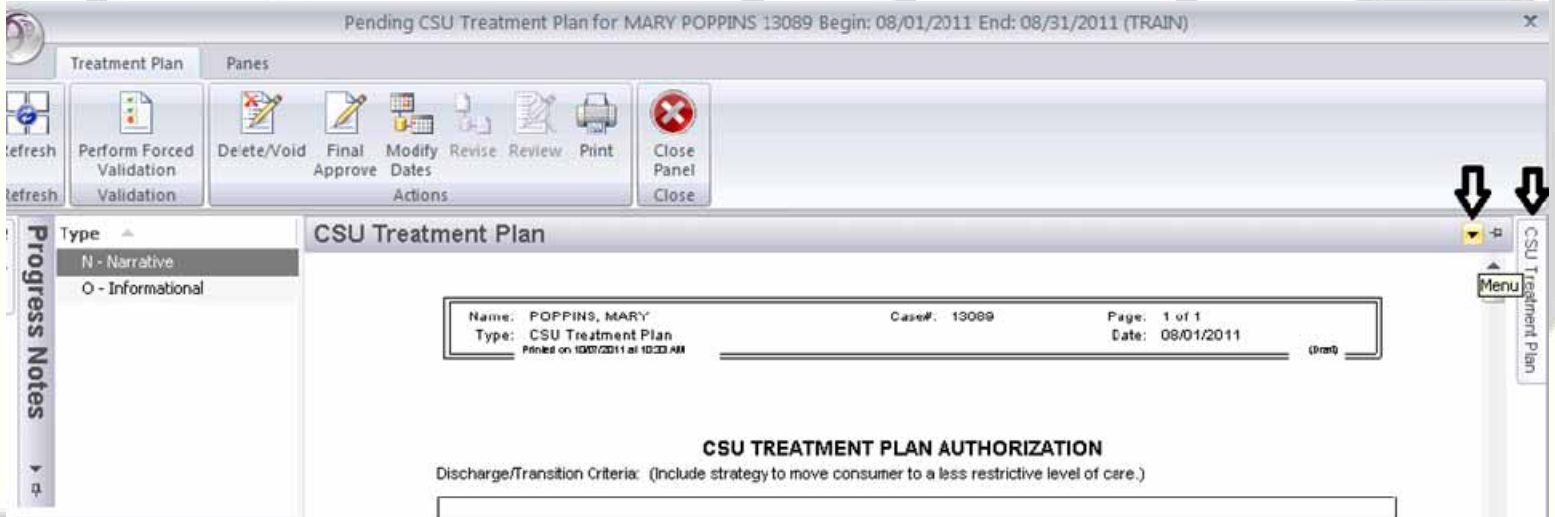
Special Thanks to:

Gina Wynn, Kathy Smith, Brian O' Flaherty & Dietary Staff, Jennifer Reed, Christina Brown, Faye Davis, Sheri Sciarratta & Megan Burkard and all the CBHC employees for raising \$1,274 for Dollars For Mammograms!!!

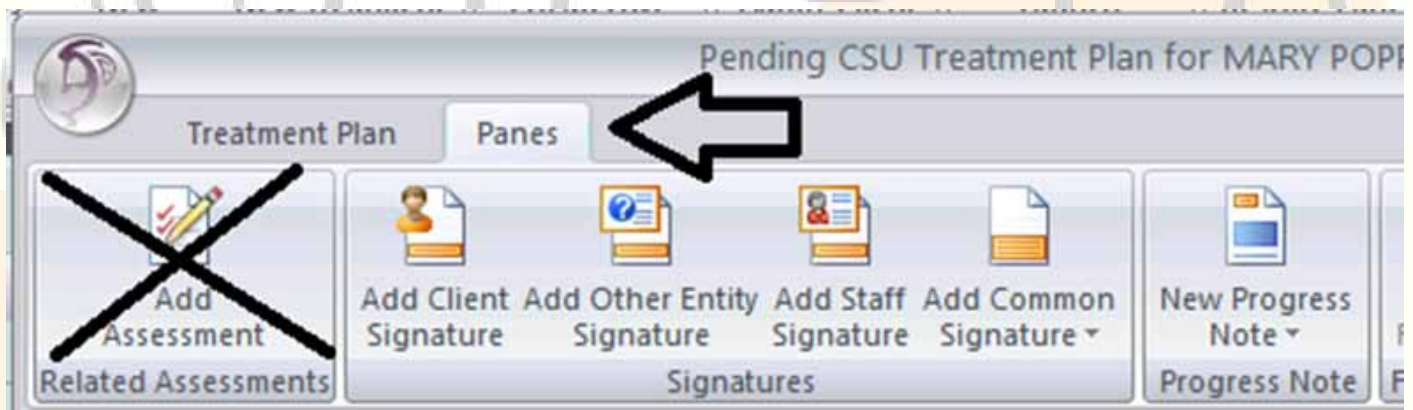


Anasazi Tips

Can't find your Violations Tab to launch and final approve the Signature Page? You can launch it from the view – hover over the Treatment Plan Tab – Click on the Menu button – Launch Treatment Plan.



Accidentally deleted one too many signatures on the Plan? You can add a signature from the Panes Tab on the Treatment Plan window. Do Not Ever click On Add Assessment Button.



Employee Suggestions

SEPTEMBER

Suggestion: CSU/Dietary/RC: Morning cereal should be kept in a big plastic dispenser like they use in motels, instead of bowls covered with aluminum foil. Also, a metal scoop for the ice bin to keep hands out & break up the ice. Great suggestions!

Response: This procedure has already been changed. Since the cereal is pre-portioned for the convenience to staff, zip lock bags are being used to ensure freshness & is good for cost savings. An ice bucket, as well as a metal scoop is being purchased. As needed, please submit a request to Dietary when you're in need of the ice bucket/scoop.

Suggestion: Maintenance: They should get paid something to have the on-call phone. \$25/day.

Response: This suggestion is being reviewed. Further response is pending until a decision can be made. Great suggestion!

DON'T FORGET TO GET PICTURES FROM ANY EVENTS, DEMONSTRATIONS, TRAININGS, PRESENTATIONS, ETC... THAT YOU HAVE DONE ON BEHALF OF CHARLOTTE BEHAVIORAL HEALTH CARE TO JESSICA BOLES, EXT 275 FOR THE CARE BRAG BOOK!

EMPLOYEE NEWS, KUDOS & CONGRATULATIONS

- ★ *Thank you to Kerry Masini for participating in the Academy Family Night. -Molly Grossman and Lori Iacobbo*
- ★ *Thank you to Megan Burkard for attending the Children's Mental Health Conference at FGCU and representing CBHC.*
- ★ *Thank you to Dee Cannon and Kim Sanderson for attending the Healthy Kids Festival and representing CBHC.*
- ★ *Congratulations to Shelia Houser for passing her Social Work Licensure Exam & is now a Licensed Clinical Social Worker*
- ★ *Jessica Martell has taken a full time Healthy Start Care Coordinator position and starting November 1st. Please help to welcome Jennifer to outpatient. I also want to take this opportunity to thank Jessica and let her know how much her dedication, hard-work and persistence have been appreciated. You will be missed!-Jennifer Reed*

Welcome New Hires to CBHC

Start Date	Dept	Last Name	First Name
10/10/2011	CSU	Pabruada	June
10/10/2011	CSU	Milford	Paul
10/10/2011	CSU	Peacock	Allison
10/10/2011	Med Clinic	Daniels	Deborah
10/17/2011	OP	Fahey	Leanne
10/24/2011	Recovery	Burnworth	Janel

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

★ I would like to recognize Linda Morrison for assisting me with a client issue on 10/11. Not only did Linda drop everything (and put off her lunch) to assist me in obtaining information needed so that a client waiting at the DVM could continue the process of not getting their license revoked, but she also took the time to teach me how SWFSC works so that any further interactions that I have with them or their clients run smoothly. Thank you again for all of your help Linda to me and to our client. I know that it helped a great deal for us both.

-Stefanie Thomas

★ To Cheryle Wharton, I'm glad you are staying in the field and with our agency. I know we'll be seeing you around, though I know your night coworkers are probably not as contented by this since you now are on the other side of the clock. Notwithstanding the sadness we have to lose you, I'm sure I speak for all of us, good job Cheryl! Good luck in this new job!!

Appreciatively, Don

★ Congratulations to Linda Collins, retired Navy Hospital Corpman, for her recent pinning at Tidewell Hospice for her 23 years of military service. When a veteran becomes a patient at Hospice, Linda is notified and will present this veteran a special certificate and pin to honor their service to our nation. Family members are provided a flag to fly in honor of their loved one. Linda will soon be assigned: Veterans Nursing Home in Port Charlotte, The Hospice Home in Englewood and the Englewood Nursing Home. She is now also in Clown Training at Tidewell.



Staff Celebrating Years of Service

HAPPY ANNIVERSARY!



Start Date	Department	Last Name	First Name
11/2/1996	CSU	Kamnik	Ronald
11/26/2002	OP	Cronin	Eleanor
11/1/2004	Front Desk	Herl	Tina
11/29/2004	Admin	Engel	Katie
11/27/2006	Admin	Bertsch	Kevin
11/26/2007	Admin	Terruso	Shelly
11/3/2008	CSU	Clarke	Alvin
11/12/2008	CSU	Carmona-Gonzalez	Eduardo
11/12/2008	Admin	Barbaro	Peter
11/17/2008	Recovery	Milliner	Tanya

HAPPY BIRTHDAY!!!

Last Name	First Name	Birth Month	Birth Day
Allison	Cynthia	November	3
Sanderson	Kimberly	November	4
Joseph	Stephanie	November	10
Combs	Ellen	November	11
Albright	Nancy	November	16
Collins	Linda	November	16
Obel	Olguy	November	16
Carroll Jr	Steven	November	22
Rivera	Maria	November	28
Thompson	Erle	November	28



Restoring Hope...

Transitional Case Management Success Story

It takes two to tangle: When willingness and cooperation among people makes things happen! by Noel Vazquez

I would like to share one successful story I have come across during my Criminal Justice Grant voyage. This story would have not been successful if the client had not shown a willingness to work closely with me. Our job becomes a lot more delightful and meaningful when we can count on our client's cooperation during this journey. The outcomes have a higher probability of being successful with a team approach. I have chosen to tell the story of a veteran because of the enormous respect I have for the men and women that have served our country.

I will name my client "Mr. Navy" for HIPPA purposes. Mr. Navy is a 55 yrs old Caucasian male that came to the Criminal Justice Grant program via a letter he wrote to Kerry, CBHC screener, while still in jail. I met with Mr. Navy twice at the jail in order to assess for service needs and develop a plan prior to his release. During our first meeting Mr. Navy appeared to be a reserved, serious, introverted man. Mr. Navy's service needs were linked to Mental Health treatment for his long time depression that he believed caused his severe drinking problems and temporary housing because he was homeless and transportation vouchers. Mr. Navy reported that he was willing and able to find a job; therefore, benefits application didn't apply. At our first meeting at his placement in the community, Mr. Navy reported that he was a veteran with an honorable discharge. I asked him why hasn't he applied for VA benefits and he said "too much paperwork." To many of us that won't sound logical but to him due to his long time depressed state of mind it was something he thought he didn't deserve or be able to obtain. I encouraged Mr. Navy to contact the VA and apply for housing and pension benefits. I explained to Mr. Navy that I was able to assist him with any paperwork regarding services and benefits. Mr. Navy was able to follow through with contacting the VA and requesting the applications for housing and pension benefits. Together as a team we completed all the VA housing and pension paperwork. We also had telephone interviews with the VA staff. By this time, I noticed a difference in Mr. Navy; he was reserved, distant but a talkative and always smiling. Shortly afterwards, Mr. Navy was approved a VA housing voucher and the pension benefits are in the final stages of also being approved. I contacted a landlord in Port Charlotte that was willing to give Mr. Navy a chance, despite his criminal history. The Criminal Justice Grant paid for the apartment application fee and the deposit fee and Mr. Navy will be moving into his own apartment on Nov. 1st.



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Partner Agency

Funded in part through contracts with Florida Department of Children and Families, Charlotte County Board of Commissioners, United Way, Fred Lang Foundation, various grants and gifts.



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