

THE CONNECTION

Official Newsletter of Cole County Residential Services, Inc.

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25TH ANNIVERSARY

Happy Anniversary!

How many times I hear this, especially with my marriage, and it always causes me to think how fortunate I am. I remember most the good times we have had, the milestones in our life together and how I look forward to the years ahead.

This year, 2005, marks the 25th Anniversary of Cole County Residential Services, Inc. (CCRSI) It was established by Cole County Special Services (CCSS) - formerly called Cole County Group Homes for the Developmentally Disabled - in January 1980. Last year (2004) was the 25th anniversary of Cole County Special Services. The "Senate Bill 40" tax--as we are affectionately labeled--was passed in Cole County on November 8, 1978. In 1979 the first Board was appointed and the tax revenue for that year was \$190,000. The 2004 revenue was \$925,000.

In these 25 years the Board has been focused primarily on residential services—the charge in the ballot language—but has also given support to Capitol Projects, Inc. (sheltered workshop), the Special Learning Center (pre-school), Jefferson City Transit (Handiwheels), and several other organizations. The Board of Directors owns over \$3,800,000 in land and buildings supporting 56 individuals in residential care

and over 40 families in our facility based respite services.

The original Board of Directors included several people who worked tirelessly for the passage of the county tax that established our agency. Two notable people were Calvin Kaufmann and Ethel Turner, both of whom recently passed away. Their generosity and warm spirits will be missed by many. As a tribute to their service, the Board of Directors dedicated meeting rooms in the administrative office--the Kaufmann Board Room and the Turner Meeting Room. Calvin Kaufmann was the first Board Chair and Ethel Turner served for most of her 6 years on the Board as Secretary.

Lewella Estes was a Board member from 1984-1987. She was a provider of services and supports to people with disabilities all of her adult life and worked not just on our Board, but also Capitol Projects, Inc. and others. When our Board applied for and received a HUD grant to build 16 one-bedroom apartments, it was decided to name the facility the *Lewella Estes Apartments*. These apartments offered individuals with developmental disabilities a residential option we did not have prior to 1999 in Cole County--their own apartment. Other past Board members who have passed away are Margaret Clubb, Dr. O. A.



Jim Casey, Executive Director, pictured with Irene Enzor, our Admin. cleaning lady.

Fuller, James Ball and John Pletz. These people all brought a dedication and love to the people of Cole County that will be forever stamped in our history. With their spirits in our lives, we look forward to many more years of service and support to Cole County citizens with developmental disabilities.

Jim Casey, Executive Director

Changes on Changes

Sometimes we think that time stands still and nothing changes. Since joining the staff of CCRSI in June of 2004, I have seen many changes. Changes that I think will ultimately mean better services to the people we assist and at the same time provide a better place in which to work.

Some of the changes come in the form of policy changes. One policy that was changed talks about the prohibition of buying anything from, selling anything to or using or borrowing client property. A subtle policy, though a very important one, which helps us focus our attention on developing appropriate supportive relationships with the clients we serve.

During several in-services provided and planned, we will/have emphasized the development of people as well as skills. We have seen the increase in promotions, new benefits and improvements in the background screening. These changes

address some of the objectives to improve recruitment and retention. Lower turnover and a better skilled workforce help us provide better services. You want to be in a development mode rather than in an initial training mode, so you can work on improvements and fine tuning our services. We have a very good benefit package and a stable workforce, which supports service enhancement. Training never stops and new opportunities will further enhance our skills and competence in both the clinical and administrative areas.

Good employee relations are important. The Personnel Relations Committee (PERC) and the Safety Committee are both dealing with workplace improvement and wellness. A recent PERC event included clients, staff, and family members all enjoying an evening helping to connect the workplace to family. We spend so much time with each other, work and family

need to be mutually supportive. If things are going strange at home, they usually spill over at work. We provide an Employee Assistance Program (EAP) that helps break down those issues and support a person's wellness so that home and work both survive.

Changes are inevitable with new staff, refocusing on new items, updating policies, improving benefits, merging family and work, and hiring good staff. All of these changes speaks to the greater goal of improving services. We hope that when the public looks at us, they see a "value added," not only in the utilization of the budget, but in the "big picture" of our agency and what we as employees exemplify in our daily work. Lewis Carroll wrote in his book "The Looking Glass" about the world on the other side of the looking glass. Hopefully the mirror of our services reflects good images.

Jim Lowery, HR Supervisor

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Client Weight Loss Challenge Winner!

The first annual Client Weight Loss Challenge had 22 clients who signed up to participate. The first weigh-in was on January 24, 2005, with additional weigh-ins on February 21, March 21 and finally on April 4. Of the 22 clients that participated, 15 lost weight while 7 either stayed the same or gained weight. Fifteen clients lost a total of 83 lbs. The winner of the contest and the \$50 first place gift certificate prize was, drum roll please...

Mark Lancaster who lost a total of 19 lbs in ten weeks! The second place prize \$25 was earned by Eldred Harrison; for

third, Judy Dudenhoeffer and Bernard Lueckenotte tied and each received \$10; and for all those who lost even one pound, they received \$5.

Mark attributes his weight loss to eating less and going to the YMCA to ride the stationary bikes and walking the track. Mark stated he had been to a nutritionist about a year and a half ago, and so he knew how to lose weight safely without starving himself. His advice to others is to eat more salads and vegetables, drink more water and eat less junk food. Mark said he switched from regular to diet sodas and from regular ice cream to

sugar and fat free ice cream. Mark continues to lose weight—even after the contest was over - a true dedication to a healthy lifestyle! Keep up the good work, Mark!

Mark Lancaster receiving his award certificate and \$50 Wal-Mart certificate from Dr. L. David Linsenbardt, Board President, while Lora Eighmey looks on.

Kyle Ament, Program Services Director



Around CCRSI

Cole County Special Services (CCSS) is providing casemanagement services. Tracy Hoover, Case Management Supervisor, oversees a growing professional staff who are trained in the field of mental health and/or closely related fields. Case Management assists individuals determined eligible for services, in accessing comprehensive medical, social and other specialized services. For most Missourians, Case Management is available only from the state through Regional Centers. In Cole County, people are fortunate to have a choice of case management.

In June of 2004, Jim Lowery joined Cole County Residential Services, Inc.'s (CCRSI) Administrative Staff as our Human Resources Supervisor. Lowery retired from the Department of Mental Health (DMH) where he worked as Human Resource Manager. He not only provides his expertise in the field of Human Resources, but he also has years of experience working in the field of mental health.

On Sept. 20, 2004, the Administrative Office acquired a new receptionist/secretary Vivian Mansaray, who was working as a Support Staff I. We are so proud to have her. Vivian continues to work with the clients when she can.

Kyle Ament, new Program Services Director, brings a tremendous amount of knowledge and new ideas to our agency. Kyle has worked as a Support Staff, a QMRP and with DMH as a Case Manager, Special

Investigator and Assistant Director of Central Office Investigations. Kyle feels the important aspect of his job is to ensure client safety and proper response to emergency situations. He hopes to continue the success and quality that CCRSI is already experiencing.

CCRSI has five facilities providing direct care services. These facilities are staffed by highly trained, dedicated, and caring staff who provide around-the-clock care to the residents. QMRP's and Managers oversee the daily activities and operations of the programs.

Laurie Watson is the QMRP at Tanner Bridge Group Home (TBGH), and Betty Cave is the Manager. TBGH has 6 residents, and they now have 8 support staff. Also, the Tanner Bridge Facility has a brand new parking lot behind the group home.

The Capital Care facility has a new office for Judy Stacey LPN, QMRP, Josie Dulle, Support Staff III, and other staff who work with up to 46 clients throughout the year. The Capital Care facility is for the temporary placement of clients from one hour up to several weeks. Parents/Guardians may utilize this service any time upon availability, but they need to call 573-632-6005 ahead of time to make arrangements. Capital Care has 5 support staff.

Lora Eighmey, QMRP, at East McCarty, promoted Lisa Stradtner to a new Manager position, in April of 2004. E. McCarty has 14 residents who live in these residential sup-

ported living apartments. They have 11 support staff.

Delaware Group Home has 10 residents. Dennis Peake, QMRP, recently promoted Corinn Puleo to the new Manager position. Delaware has 11 support staff.

Alfreda Laubert, QMRP, at Parkway, promoted Angela Kachingwe to a new Manager position in March of 2004. There are currently 10 residents at Parkway with 12 support staff.

Estes is the HUD apartment building, and it has 16 tenants. Kathy Deeken, QMRP, promoted Melissa Lueckenhoff in April of 2004, to a new Manager position. Estes currently has 7 support staff.

Effective April 18, 2005, Phyllis Johnson, SS II (TBGH) and Brenda Giboney, SS II (Parkway) were promoted to SS III positions. Also, the following SS I's were promoted to an SS II position:

Erica Johnson, Jessica Nilges, Casey Bernskoetter, and Jessica Norman (all of TBGH); Miranda Hake (Delaware); Belinda White (Estes); Rienieta Chism (Capital Care); Craig Libbert, Dorothy Meisel, Mary Steinmetz, and Latisha Bitterman (all of E. McCarty). In May, Marie Weson (Capital Care) and Vivian Mansaray were also promoted to SS II positions.

Congratulations to all!

Selena Fuller, Executive Assistant



Glenn relaxing on swing set out front of TBGH.



Betty Cave and Tracy Hoover pictured with Charlie.

ANNIVERSARY BBQ'D!

CCRSI celebrates its 25th anniversary this year. We celebrated this event with a BBQ that was executed well and enjoyed even more. The able BBQers started cooking on a hot June 23rd, about 1:00 pm and was ready to serve the hungry crowds with time to spare. Kyle Ament learned how to blow smoke away from himself and toward Tom Ward, who already knew how to avoid that problem but both flipped and turned hamburgers, hot dogs and

brats, just like someone with a "Porpoise". We estimated over 300 enjoyed the potluck dinner including clients and current employees as well as family members of both. We were pleased and honored to have Senator Carl Vogel, Public Administrator Marilyn Schmutzler, several former and current Board Members and their spouses and many friends of the agency in attendance. We saw, in this BBQ, a

connection to community that went far beyond the walls of our CCRSI facilities. We saw the CCRSI team bring this event to one of enjoyment and purpose well beyond our expectations. This BBQ was not only a celebration but also a chance for the "Team" to work together walking the walk and giving the community a chance to see us in operation. Good Work, Team!!!



E. McCarty housemates sitting in Commons Area.

Reported by Jim Lowery

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RETURN SERVICE REQUESTED

*CCRSI respects individual choice by providing quality services
and supports to people who have developmental disabilities.*

Please let CCRSI know if you want to stop receiving this newsletter or if you would like to receive it electronically. You may call, fax, or e-mail us. Also, please let us know if

Important Telephone Numbers



CCRSI MAIN OFFICE BUILDING.

CCRSI	573-634-4555
Central Missouri Regional Center	573-526-7684
Child Abuse or Neglect Hotline	1-800-392-3738
Cole County Health Department	573-636-2181
Department of Mental Health	573-751-4122
Department of Social Services	573-751-4815
Developmental Disabilities, Div. Of, Department of Mental Health	573-751-4054
Disability Determinations, State	573-751-2890
Division of Family Services	573-751-4688
Elderly Abuse or Neglect Hotline	1-800-392-0210
FNR Info. Line	573-634-6493
Handi Wheels	573-634-6477
Head Injury Advisory Council	573-751-9003
Jefferson City Area Crime Stoppers	573-659-8477
Jefferson City Parks & Recreation	573-634-6482
Medicare	573-751-9312
Missouri Governor's Council on Disability	1-800-811-8249
Planning Council for Developmentally Disabled	573-751-8611
Rehab Services for the Blind	573-751-2714
Police/Fire	911