

31 Years

Connections

Spring 2006

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Human Service Center

Serving the Human Condition

See What is Inside.....



Staff at Human Service Center conduct a Science Fair with Developmental Training consumers.

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Fred Bird came to visit Human Service Center over the winter break.

See the Article on Page 3



Santa Came to Town.....

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Meet Dana Webster, HSC's Emergency Services Coord. See the Article on Page 4

Upcoming Events

May -- Mental Health Month

May – Older American Month
Older Americans Mental Health
Week May 21 - 27

A Recovery Based Mental Health System

In February, 2001, President George W. Bush announced his New Freedom Initiative to promote increasing access to educational and employment opportunities for people with disabilities, including people with psychiatric disabilities. The New Freedom Initiative describes recovery from psychiatric disabilities as processes, in which people are able to live, work, learn and participate fully in their community. The manner of recovery includes a partnership among consumers, their families and service providers in developing individualized forms of care that take into account choosing which mental health professionals are on a care team, sharing in decision making and having an option to agree or disagree with a plan of care. The Illinois Division of Mental Health Services (DMH) is moving toward a recovery system of care.

DMH, consumers and their families are developing a plan for comprehensive mental health services in Illinois. A state-wide advisory structure consisting of 50% membership of consumers and their families is being planned. Membership will also include representatives from law enforcement, schools, judicial systems and local mental health funding boards. Regional planning and input bodies will be created to periodically review and analyze service and gather input regarding community needs. Information, such as recovery based care, will be brought to the state-wide advisory structure for overall public mental health planning.

While policy makers in Illinois are in the early stages of this transformation to a recovery based system, the eventual change in the nature and scope of services that we will provide is somewhat difficult to predict. However, we must be able to adapt to ever changing individual service needs. Our mission statement is consistent with a recovery model in that we emphasize assisting people in achieving self-sufficiency, independence and healthy lifestyles to the maximum extent possible by providing family-oriented services. We have since our inception emphasized consumer choice in services and have always viewed our consumers and their families as partners in our service delivery model. In many ways, we have been implementing some of the fundamental characteristics of a recovery model of care.



Visit us at
www.humanservicegroup.com
to view current and past issues of
HSC Newsletters and Annual
Reports and to see all the types of
services we have to offer our
community



Gary L. Buatta

Our Science Fair

In February, staff and participants in the developmental training program hosted a science fair. The fair consisted of 12 different projects that involved learning aspects of scientific exploration. The various units within the developmental training program created their own projects and presented their findings to staff and participants. Some of the demonstrations included how to make a lava lamp, what happens to bones without calcium, how to make an egg bounce, how to make soap expand, how to make slime and how to make bubbles bounce without bursting. In one demonstration, the floating water, an index card was held securely on top of a glass of water. The glass of water was turned upside down while the index card was held firmly in place. Once the index card was removed, the water remained in the upside down glass.

Staff and participants enjoyed the learning events as evidenced by several rounds of applause throughout the presentations.



Joni Chandler
Director of Day Services

Fred Bird Visits HSC

If you have ever attended a St. Louis Cardinal Baseball game, you have probably seen the Cardinal's mascot, Fredbird. For over 25 years Fredbird has kept Cardinal fans laughing and cheering the Cardinals onto victory. The mascot, a creation of Marty Hendin, VP of Community Relations, is always energizing a crowd, especially if the Cards may be a run or two behind with potential scoring runs on base and at the plate. He is known for making fans laugh at such antics as hiding a young person's hat or "beeking them". Fredbird made an appearance for our day treatment participants and had our spectators laughing hysterically as he "beaked" Mike Cantrell, one of our staff.

Santa Visits our Group Home

No Christmas party can be complete without a visit from Jolly Old St. Nick, and this was so for our clients and families at Christmas last year. Sounds of Ho! Ho! Ho! filled the home as Santa arrived on the scene dressed in his red suit, curly beard, rosy cheeks, jingle bells and belly that jiggled like a bowl of jelly. After Santa greeted the group, he passed out some Christmas gifts and sat patiently while good girls and boys sat on his lap and told him what they wanted for Christmas. As he departed wishing all a Merry Christmas, there were genuine farewells shouted to him from the party goers.

Survey Results

The Department of Human Services Accreditation, Licensure, and Certification conducted a survey on March 14 and 15, 2006. The Developmental Training Program received 100% compliance and the CILA Program received a 93%. During this survey the staff was praised for their ability to provide a home like atmosphere for the residents and was praised by the surveyors for the good job that they do.

In Illinois, and across the country, one of the biggest challenges to providing high quality community supports for people with severe mental illness and or developmental disabilities is the ability to find, keep and retain qualified direct support professionals. There is no doubt that it takes a special person to work in this field, someone that families can trust to provide just the right level of care needed to ensure a safe, healthy and fun environment in which their loved ones can learn and gain independence. I would like to take this opportunity to recognize that the staff working with the mentally ill and developmentally disabled clients of Human Service Center as being some of the best of those "special people".

Fund Raiser

The Residents of the Chester CILA will be selling candy bars as a fund raiser. This is the first fund raiser that Chester CILA has taken on. All proceeds from the sale of the candy bars will go to the client activity fund. Please support this venture when you see them out selling candy bars.

News and Updates from Counseling

Children First

For some parents, the difficulties of dealing with separation and divorce can be stressful. During these stressful times, the needs and interests of children can some times be overlooked. The Children's First program helps divorcing couples examine the fact that their children want to be able to love and have healthy relationships with both parents. Recent evaluation data indicates that 100% of program participants agreed that the program was relevant and worthwhile.



Shea Haury

Director of Counseling

Crisis Intervention News

Dana Webster has been hired as HSC's new Emergency Services Coordinator. There are a variety of crisis situations that Dana will handle on a daily basis. Some of those crisis calls include youth that have run away from home or have been locked out of their home, youth experiencing behavioral and emotional disorders and adults that have a psychological crisis and she is responsible for supervising the after business hours, weekend and holiday crisis team and for coordinating crisis cases to community support program staff for follow up services. Crisis services can be accessed by contacting any one of our three office locations or after normal business hours at Call for Help at 1-618-397-0963.

Got a DUI?

Why travel miles and miles out of your way to get DUI services? HSC provides DUI services right here in Randolph County. Our trained and experienced DUI professional can provide you with a fair and impartial evaluation and if an assessment reveals that you need DUI classes, our professional can arrange those classes for you as well. If you should get a DUI, don't add more expenses to an already expensive situation. Call any one of our three office locations and let us arrange the services that you need.

Older Adult Programs Update

A couple of years ago, Nancy's doctor referred her to HSC's Mental Health and Aging Outreach Program to see if Nancy could get help for what seemed to be depression. Nancy experienced some physical symptoms that could not be explained through various tests and examinations conducted by her doctor. Nancy was visited by the program's nurse and case manager. Initially, she was reluctant to follow through with an appointment with HSC's physician as her case manager recommended. Nancy's friends began to notice that she was experiencing bouts of anxiety as she lived in a mobile home and appeared to be afraid of approaching storms. She would watch the weather channel constantly. Each time there was even the slightest chance a storm may appear, she was asking friends to stay with them to deal with her anxiety. Her case manager helped Nancy find another living arrangement, and as a result of her growing and trusting relationship with her case manager, Nancy agreed to get further services at HSC. Nancy is feeling better today as she frequently attends the local senior center to meet with her friends and to enjoy a meal together. Feelings of anxiety are treatable and with treatment older adults can return to an enjoyable and productive life.



Jodi Kranz

Older Adult Manager

HSC Welcomes Dr. Marc Kiehna to the Board of Directors

Dr. Marc Kiehna, Regional Superintendent of Schools for Monroe and Randolph Counties, has joined the Board of Directors at HSC. Dr. Kiehna received his Doctor of Philosophy Degree in Educational Administration from Southern Illinois University in Carbondale. Dr. Kiehna has served as a teacher, coach, counselor and principal in the Steeleville, Red Bud and Trico School Districts. Most recently, he served as Assistant Regional Superintendent of Schools before he became the Regional Superintendent of Schools. Dr. Kiehna is married and has two children. He is active in the community and in his church. Dr. Kiehna stated: "I am proud to serve on the Board of such a quality agency. HSC provides much needed services to our citizens. I am especially proud of the staff. They are wonderfully talented and deeply care for their clients."



Board of Directors

David M. Holder, President
 Mike Liefer, Secretary/Treasurer
 Marc Kiehna
 Gail Lechter
 Jeff Luthy
 Mike Schmitz
 Dianne Schoenbeck

Management Team

Gary L. Buatte, Executive Director
 Beth Nortin, Executive Assistant
 Joni Chandler, Director, Day Services
 Shea Haury, Director, Counseling
 Wendy Dougherty, Comptroller

Star Award

The Star Award is presented by employees that recognize outstanding work of their peers. The most recent Star Awards were presented to:

October, 2005
 November, 2005
 December, 2005
 January, 2006
 February, 2006
 March, 2006

Suzanne Neff
 Kim Hartmann
 Jessica Kelley
 Stacey Mitchell
 Pam Brueggemann
 Phylis Herald



Welcome New Staff

Dana Webster
 Samantha Stellhorn

Brandy Tripp
 Pam Ward

Thank You to Our Donors – October 2005 – March 2006

The Human Service Center is grateful to our many donors who help make our mission of service to others a reality.

Food or Material Items

Trinity Lutheran School	Blecha Children - Sparta
Boy Scouts #343	Peggy Buettner
Cub Scouts #342	Dorothy Dietz
Frances Wegener & Family	Four H – Ruma
Shirley Helber	Louella Schoenbeck
Joyce Kalmer	Verna Levery
Dennis & Jill Phegley	Miller's Meat Market
Red Bud Lion's Club	Red Bud Women's Club
Southern Illinois Jeep Club	Betty Fehr
Red Bud High School Student Council	
St. Johns Lutheran Church – Ruma	
St. Peter United Church of Christ	
St. Johns Lutheran Church & School	
Beta Club- Red Bud Elementary School	
HSC Developmental Training Participants	



Red Bud Elementary
Food Donation

Financial Donations

American Legion – Prairie Du Rocher	Bobroff, Hesse, Lindmark & Martone, P.C.
Ronald Cavalier	Frances Ekes
Michael Howell	Joanne M. Huber
First Baptist Church – Red Bud	John & Blenda Ingalls
Tom & Andrea Jenkins	Knights of Columbus- Chester
Knights of Columbus – Evansville	Knights of Columbus - Sparta
Lion's Club – Chester	Virginia Moeller
Dennis & Jill Phegley	Red Bud Grade School
A.J. Townley	St. John the Baptist Catholic Church
St. Peter United Church of Christ	Trinity Lutheran Church Sow-N-Grow
Thrivent Financial for Lutherans	Ken & Karen Wetzel

Recycling Helps Our Agency

Human Service Center has a recycling program that we are proud of and with the communities help it can even be a bigger success. You simply need to donate something that you would normally just throw away – empty laser and inkjet printer cartridges and cell phones that are no longer in service. By recycling these cartridges and cell phones through HSC, we earn points that we can exchange for office and computer equipment. The only thing we need to do is collect these items instead of throwing them away. Not only can we receive much needed equipment, it is also FREE, and we will be doing our part to help save the environment!

You can simply drop off your empty cartridges or old cell phones at any of our three office locations in Red Bud, Sparta or Chester.

The Season of Sharing

Members of the Red Bud Chamber of Commerce and others made the holiday season a special time this past year. The Chamber's mission is to develop and sustain a high quality of living and yet retain a small town appeal. The Chamber contributed Thanksgiving and Christmas baskets with all the trimmings to more than 20 of our local families. The members collected coats and toys and HSC distributed toys to over 60 children at Christmas. HSC joined in the season of sharing as developmental training program participants sorted toys, removed price tags and wrapped gifts, and they donated money from their activity fund to purchase toys. There were others that joined in the joy of giving during the holiday season.

Others helping during the holiday season included the Southern Illinois Jeep Club, the Red Bud Lion's Club, the Randolph County Riders, St. Johns Lutheran Church in Red Bud, St. Johns Lutheran Church in Ruma and Frances Wegener. The Southern Illinois Jeep Club bought gifts for two HSC families. The Lion's Club and St. Johns Lutheran Church Red Bud donated food baskets to local families. St. Johns Lutheran Church in Ruma donated quilts for several families. The Randolph County Riders donated lots of toys for children. Frances Wegener and her family adopted a HSC family and bought them Christmas gifts. Local churches made a contribution during the Thanksgiving holidays.

Each year, the parishes at First Baptist Church in Red Bud, St. John the Baptist Catholic Church and St. Peter United Church of Christ take turns hosting a Community Evening Prayer of Thanksgiving. The offering from this service is donated to HSC to help people that need emergency assistance with food, gasoline, temporary lodging and other material assistance. We thank all who contributed to this very special season of sharing and made the holidays a much brighter time for families in our community.



Staff of HSC & Randolph County Riders

Business Plus



Tom Marcheski
Sales & Marketing Coord.

Business Plus is a plus for businesses because they can outsource inexpensively assembly and other work and a plus to our program participants that are active in our sheltered workshop. The workshop is a non-competitive environment where people with various limitations can acquire job skills and experience. Production activities include assembly of parts to a product, collating and packing products, paper shredding, and aluminum recycling. Participants also prepare commodities for distribution to various institutions. If you would like more information, contact Tom Marcheski at 282-6233.

Aluminum Recycling Hours – Red Bud Location ONLY!

Monday, Wednesday, Friday 10:00 am – 11:30 am and 12:30 pm – 2:00 pm
2nd Saturday 8:00 am – 12:00 noon





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LOCATIONS

Red Bud

10257 State Route Three
 Red Bud, Illinois 62278
 (618) 282-6233
 Fax: (618) 282-6220
 TDD#: (618) 282-3747

Sparta

104 Northtown Drive
 Sparta, Illinois 62286
 (618) 443-3045
 Fax: (618) 443-5767

Chester

115 East Stacey Street
 Chester, Illinois 62233
 (618) 826-4547
 Fax: (618) 826-4549

Pathways to Improvement Semi-Annual Summary Report

Internal Reviews

Clinical Records	157 records reviewed – 78% approval rate
Utilization Review	101 records reviewed – 96% approval rate
Unusual Occurrences	2 cases reviewed – 100% resolution
Consumer Satisfaction	96% satisfaction in Day Services
	100% satisfaction in Counseling Services
Safety	0 reportable accidents/incidents

Program Outcomes

Developmental Training	Increases in program participant skill development
Day Treatment	Increases in program participant level of functioning
Crisis Intervention	Decreases in feelings of depression and suicide
Group Homes	Increases in community integration
Work Services	Maintaining projected number of consumers working

Notable Improvements

Improvements in clinical record documentation
 Improvements in program utilization rates
 Reportable incidents and accidents decreased
 Improvement in program outcome measurements
 Client satisfaction
 Training and supervision

Some programs were funded in whole or in part by the Illinois Department of Human Services