

**VISION STATEMENT: PEOPLE EXPERIENCING THE HIGHEST QUALITY OF LIFE
REGARDLESS OF THE CHALLENGES.**

**MISSION STATEMENT: TO IMPROVE LIVES BY CONNECTING PEOPLE WITH SUPPORTS
AND SERVICES.**

From the Editor

I am excited to announce that starting next month we will have a combined newsletter. In an attempt to provide effective and consistent information, the PSH&TC newsletter will combine with the Campus Courier and become the new and improved PSH&TC Newsletter. Please join me in welcoming Lynn Stover and Lauren Donahey. We are excited about the positive changes that lie ahead in our new adventure. Please continue to submit your articles and ideas as well as provide us with feedback. We want to know what you think. If we work together we can achieve great things!

Shannon Martinez

For questions or comments, or if you would like to submit something to be published in the PSH&TC Newsletter, please contact: Shannon Martinez at 620-421-6550, extension 1790 or e-mail me at: shannon.martinez@srskansas.org

Happy Birthday

Laverne Ashcraft
Sherri Auvigne
Baigh Auvigne
Cheryl Brees
Sandra Brownell
Tammy Bruner
Brian Burger
William Caldwell
Patrick Carson
William Chapman, Jr.
Kim Cox
Bradley Daniels
Joshua Dick
Amy Donaldson
Shirley Erwin
Naomi Essig
Gary Harris
Kim Henderson
Ellen Henry
Shannon Hermes
James Hoffman
Paula Jungles
Levi King
Rebecca Koehler
Rick Lammers
Erik Lyons
Jeremy Mack
Gina Madore
Tom Mantonya
Carolyn Martin
Monica Martinez
Jason Mathis
Stephen McKinzie
Ben Morrissey
Joan Mullen
Ronald Myers
Sharena Overall
Shawn Page
Charlotte Pierce
Brandi Raines
Oliver Redmond
Monique Redmond

Debbie Ryan
Ken Smith
Juston Smith
Karen VanLeeuwen
Rexanna Waun
Robert Webster, Jr.
Sean Westhoff
Timmy Williams
Bobby Williams
Barbara Wills
Jenny Winter

Welcome Wagon

Please welcome these new employees. Introduce yourself and help them to feel welcome.

Holly Cottage:

Johnathan Carson-Temp.
Lisa Patterson-MH/DD Tech Trn.

Elm Cottage:

Judy Robison-MH/DD Tech Trn.

Oak Cottage:

Inez Root-Temp.

Aspen Cottage:

John Fuentes-Temp.

Psychology:

Eric Schoenecker-Psychologist III

Nursing:

Kim Betzen-LPN

Dietary:

Brenda Stoneberger-Dietician I
Linda Carson-Cook, Temp.

Maintenance:

Joshua Holean-Utility Worker,
Temp.

CQL

The Council, not only encourages change but takes on some changes of their own. Okay, so you just got used to hearing everybody talk about "the council" and have some sort of idea what they are talking about. The Council on Quality and Leadership has announced on their website some changes of their own. CQL announced it's *Quality Measures 2005* at it's Annual Quality Connections Conference in Savannah, GA. With this introduction, they determined that it was the most opportune time to change their logo and distinguish their name from the competitors and other "councils." CQL's name has evolved to reflect the evolution of it's practices and standards.

In the announcement, James F. Gardner, Ph.D., President and CEO of CQL, stated "Our new *Quality Measures 2005* are based upon the fundamental need for service providers to view each person as a 'unique sample of one'." "The community is the place where quality can happen," Gardner explained. "Every organization needs to become and integrated part of the world around it in order to provide the optimum setting for facilitating personal quality of life." "It starts with the basic questions, such as 'what does our community have to offer' as it relates to education, employment, transportation and personal safety, and 'where is it lacking'," Gardner said. "When a service provider goes through this process and begins to identify 'what ought to be,' they can then become advocates for positive change at the community level by joining forces with like-minded organizations, family members, and self-advocates themselves."

The *Quality Measures 2005* have been much anticipated, as they were nearly 3 years in development. They combine many of CQL's existing innovative quality management practices into one core document that provides a blueprint for moving an organization forward. They call for service providers to integrate the assets of the social environment where they are based..an approach CQL has called *Community Life*.

On-Grounds Going-on's

There are so many great and exciting things going on around campus. I encourage everyone to get involved in some way. Each person has something to offer. We are fortunate to have so many dedicated and talented staff working for our agency. Now I am asking you to share yourself with others. The best way to do that is to GET INVOLVED! Whether it be the Company Olympics, serving on a committee or being a department "cheerleader." Find something that you can contribute to.

Company Olympics are coming up, August 22-25. There is still time to sign up. Contact Marlys Shomber-Jones at mdxxs@srskansas.org if you are interested.

Sunbelt Rodeo is quickly approaching. We are always looking for volunteers. Sign up now.

Council's Strategic Plan is updated regularly and posted throughout the campus. Please take time to look it over. There are numerous committees being formed and your participation is essential. If you are unsure who to contact to sign up for a committee ask your supervisor or contact me and I will find out for you.

CQL will be on campus September 26 -30, 2005 for review. The review leaders will be Nancy Condon and Sally James.

A Guardianship Training will be held here on August 23. Anyone that is interested in learning more information regarding guardianship, guardianship types and guardianship issues is encouraged to attend. Presenters will be an attorney from SRS, representatives from Disability Rights Center of Kansas (formerly KAPS) and a representative from Kansas Guardianship Providers.

The Superintendent is in the process of identifying candidates to participate in this year's Leadership SRS. The Superintendent will submit names to Topeka for the final selection. Candidates will be nominated by the Superintendent by the end of August.

Chaplin's Corner

Karen Garrison was just seventeen when she met Lily Sturgeon. Lily was the most cheerful person at the nursing home where Karen volunteered her time. Karen was impressed with Lily's positive attitude, especially when she learned of all the heartbreaks Lily had suffered in her life. Lily and her husband, Albert, had lost their eight-year-old daughter to cancer. Albert faced his grief by starting a clown ministry at their local children's hospital. Lily sewed a clown costume out of cloth scraps. "Smiley the Clown" spent every Saturday entertaining sick children. After Albert's death, Lily sewed a new costume and took up his place as the second Smiley. Karen was amazed that Lily had no complaints or bitterness about her life. She remembered with joy all that she and Albert had been able to share with others.

Upon Lily's death, she left her picture album to Karen. On the front was inscribed Lily's favorite Bible verse, Jeremiah 29: 11: " 'For I know the plans I have for you,' declares the Lord, 'plans to prosper you and not to harm you, plans to give you hope and a future.' "

A few weeks later, Karen gazed in the mirror at her new uniform. It was a floppy clown costume with a bright red rubber nose. "Smiley the Clown" would live on through her.

I don't know about you, but I never cease to be inspired by those people who are dealt difficult hands and who bring victory out of circumstance that would defeat many others.

It's not to discount the tragedies that come into our lives. It is to acknowledge that faith gives us a choice. We can choose to put our tragedies into God's hands and watch God perform a miracle of grace in our lives.

Leroy Foreman, Chaplain

Star Program

To express appreciation to the valued service that employees of state government provide, the Division of Personnel along with other state agencies, developed a State Employee Discount Program. The State Thanks And Recognition (STAR) project is an employee discount program designed to provide state employees with the opportunity to take advantage of their employment status by receiving discounts on goods and services. The STAR project will showcase discounts and local deals that are available to all state employees (possible limitations or restrictions may be applied). These discounts may be used solely at the discretion of each employee.

Some of these state employee discounts will be neighborhood area markdowns from "Mom and Pop" shops while others will apply statewide and be from national firms. It is our intention to have a dynamic website that is updated when new discounts become available or changes to existing discounts or vendors occur.

Employees can quickly find the services they want from the providers by searching by city, county or industry. No information regarding the STAR program should be posted on office bulletin boards or office walls to ensure compliance with any "No-Solicitation" policy.

<http://da.state.ks.us/star/>

For Sale

ACK registered, Boston Terrier puppies for sale. Shots, wormed and declawed. Ready for new loving homes. 421-0208

Thank You

I have worked for many years. I would like to express my thanks and appreciation to each of you. Especially to the Ash staff for the lovely retirement party, for the monetary gift, plants and treasure box of cards. Each of you will always be remembered and never forgotten.

Joyce Hall

Hope for the Future

At the Annual Quality Connections Conference Cathy Ficker Terrill gave an enlightening presentation titled "Hope for the Future." In this presentation, she addressed change and leadership. Here are just a few highlights from the handouts on her presentation. You can download handouts from the conference on the CQL website at <http://www.thecouncil.org/>.

Change is difficult, but change is necessary. It is easier to be the changer than the changee. She defines the Success Factor as staying focused on the mission and the individuals you support. On organizational change she states that the rate of acceptance varies by the knowledge of what is happening, citing that 10-20% will be in favor 60-80% will be on the fence and another 10-20% will be opposed. Based on this information 60-80% of employees can be a real asset in the success of change if we open the communication and educate them so that we provide them with the knowledge to be "in favor" of the change.

She points out the "normal reactions to change" is a hope that it is not real, "I can outlast them," what is the impact on me (lots of questions), fighting it, either passive or blatant, "prove it to me," support it and embrace it. On the issue of resistance she points out that resistance comes in different forms. Don't take it personally. There will be some that will never accept it. But, keep in mind that resistance is not necessarily bad.

Some of the key reasons that change fails are due to misunderstandings, power plays, people feel that they have no "say" in the process or outcomes, self interest overrides everything and fear of the unknown. Identifying these key issues and addressing them before they become a problem will increase the success factor.

I was particularly impressed with her presentation on leaders. What do leaders do? Leaders relentlessly upgrade their team, using every encounter as an opportunity to evaluate, coach and build self-confidence. Leaders make sure people not only see the vision but they live and breathe it. Leaders inspire risk taking and learning by setting the example. Leaders celebrate. Leaders get into everyone's skin, exuding positive energy and optimism. Leaders establish trust with candor. Leaders have the courage to make unpopular decisions and gut calls. Leaders probe and push with a curiosity that borders on skepticism, making sure that questions are answered with action.

Are you a leader? Are you an agent of change? This presentation provides us with the tools to clearly look at ourselves and honestly answer these questions. In closing, she left a thought-provoking quote.

Social relationships grow in social spaces. People meet in cafes, pubs, parks, post offices and malls. People connect and exchange gossip and advice. They form and strengthen ties that bind them into communities. They build trust and understanding.

Cohen & Prusak

In Good Company

2001

Do we give people with disabilities the support they need in order to have space and time to connect? Being a "bridge" to community life will surely be the focus at hand.