



Turtle Creek Valley News



TCV MH/MR, Inc. Agency Newsletter

Board of Directors Annual Dinner Meeting

The Annual Dinner of the Board of Directors was held Monday, December 13, 2004, at Banquets Unlimited in Wilmerding to thank Board members, staff, guests and volunteers for their continued dedication to our Agency.

Recognized Volunteers Centers of Excellence Steering Committee

Gail Gantt
Sandra Kogut
JR Brenner
Terry Moore

Quality Assurance/Quality Improvement Committee

Jeff Somple

10 years of service
Brian Fuller
Connie Reilly
Melissa Brown

15 years of service

Gina Edwards
Jean Gersna
Sherry Potter
Chuck Scripp
Felicia Simko
Beth Smith
Irma Surgent

20 years of service

Gail Burner
Janet Carroll
Dave Chara
Linda Miller Green
Elena Runco
Stephanie Vargo



723 Staff enjoying themselves



Volunteers receiving awards



Dave Chara receiving 20 year award

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Braddock Light Up Night

TCV staff **Olivia Zitelli, Joan Zezza, Michele Blazina and Kym Mroziak** volunteered to help at Heritage Health’s “Health and the Holidays” and Braddock Light Up Night on December 1st from 2-6 PM. **Beth Smith** and **Terri Godels** from the TCV BSU outreach team worked from 2-6 distributing information



Michele passes out hot chocolate

and giveaways at a health booth in the Braddock Carnegie Library.

Olivia, Joni, Michele and Kym made hot chocolate, prepared cookie plates, passed out treats and gift bags to the children and attendees of the Light Up Night. The night was filled with activities such as residents and businesses lighting up their decorations, holiday tree decorating and caroling, Ben Fairless Elementary School band performances and a visit from Santa. Thanks to all who attended!



Santa passes out treats to the children

TCV Collects Donations For Tsunami Relief

Thanks to all of the donations by employees, TCV has raised a total of \$505 for the Tsunami Relief Fund. Donations were sent to the American Red Cross Chapter #225. The American Red Cross two-phased assistance plan calls for specialized relief immediately and over the long term in these five areas: 1.) Food and safe water, 2.) Healthcare and disease prevention, 3.) Immediate family supplies, 4.) Mental health counseling and 5.) Disaster preparedness and prevention measures. Thank you again!

Brenda Gergeley
Sally Prosser
Jeannie Miller
John Doyle
Anthoni Fabian
Arlene Shanks
Esther Wilson
Rick Williams
Mimi Silinski

Kris Knouff
Angela Hauck
Anonymous
Jane Stadnik
Mike Robertson
Marci Laskey
Jerry Potts
Janet Carroll
Joni Zezza

Narda Rathbun
Janet Stanich
Josie Ulrich
Karen Moeller
Rosemary Gregg
Alby Gates
Patty Friedrich
Lucinda Hammond
Judy Monahan Grystar and son Eddie



Everyone enjoys a good lunch

MR Christmas Party

The Steel Valley and New Beginnings (St. Roberts) ATFs invited staff and consumers to join them at their Annual Christmas Party on Friday, December 17 from 11 am – 2pm. All enjoyed the fun and festivities. The event was catered by Chef T's and included a variety of food and goodies. Santa came on his sleigh to give all individuals in attendance presents.



Dave Chara, Mary Jo Napolitano and Kim

A New Look for the MR Residential Unit

~Gail Burner

The MR Residential Unit is entering the new year with a new look. In order to increase the cost efficiency of the operation, and to make the most of the extensive talents of those who work in the unit, several management changes were made effective January 3, 2005.

Jeannie Pingor, who was instrumental in the opening of the newest residential site, Stock St. CHIMR, has accepted the challenge of becoming the permanent Supervisor/Program Specialist of the home. Ms. Pingor continues to manage the 16th Avenue CHIMR.

Janet Yniguez, who has been supervising the Crestview CHIMR, has assumed the additional responsibility of Electric Avenue CHIMR. **Troy Wise** continues to assist Ms. Yniguez at the Crestview site.

Tracy Beck, who did an excellent job as acting supervisor at the Payne St. and Electric Avenue CHIMR's from July of 2004 until January 3, 2005, is serving as the Senior Resident Advisor for both the Stock Street and Electric Avenue sites.

The Payne Street and the 1807 Brinton Manor CHIMR's are supervised by **Linda Miller-Green**. **Michael Tatich** continues as a Senior Resident Advisor. His position is split between these two homes.

Gina Edwards, who has been successfully overseeing the operations of the 17th Avenue and Lynda Lane sites, continues to do so with the assistance of **Marci Jo Laskey**, Senior Resident Advisor.

To complete the team, **Jill Pawlowski** remains in the position of Supervisor/Program Specialist for the semi independent and supported living projects.

Much credit should be given to this hard working, flexible team for their willingness to do whatever it takes to provide quality supports to the individuals they serve.

New Intensive Case Manager - Meccala Sepesy

Meccala Sepesy began working at TCV MH/MR as an Intensive Case Manager on August 2, 2004. She graduated from West Virginia Wesleyan College in Buckhannon, WV with majors in Psychology and Athletic Training.

The ICM staff at TCV provides assistance in life skill areas to individuals in recovery with chronic mental illness. ICM responsibilities include: assessment, strength-based goal oriented service planning, support, crisis intervention, community resources/service linking, advocacy/problem resolution and assistance with basic living needs and skills such as housing, food, medical care, education and employment.

Meccala is a welcome addition to the TCV staff. She chose this profession because she likes to help others. Meccala says "It makes me feel good when you make a difference in someone's life and they are grateful for it. I like to see my consumers smile and they appreciate what I am doing for them. I like ICM because you are out in the community making a difference and there is always something new every day. Sometimes with ICM you are so busy that you do not have enough time to get everything done that you want to accomplish. It makes me happy when you see a consumer accomplish a task that they thought they never could do without the help of anyone else."

Kwanzaa

Turtle Creek Valley MH/MR, Inc. Youth Against Tobacco Coalitions held their Second Annual Kwanzaa Community Celebration on December 29th at the Braddock Carnegie Library. Children and families from the surrounding area came out to celebrate the 4th day of Kwanzaa: Ujamaa.

Deborah Starling Pollard from the Carnegie Museum of Art gave a short presentation about the meaning of Kwanzaa. Youth coalitions members did miming, African drumming, poetry and dance performances. A community feast was also shared by all in attendance. The coalitions would like the people of the community to help themselves by preventing smoking and helping those who smoke learn how to quit. The coalitions use these activities to teach children about their heritage, as well as to enrich others about the dangers of smoking.

Thank you to all who came to celebrate and to **Rosemary Miles** and **Mark Noel** for facilitating the event.



The Carrington Family enjoys the event



Youth coalition members performing the African Drums



Ms. Nelson and youth coalition member enjoying the performances

Welcome to new employees!

Toni Daniels - CHI MR Stock St.
Anthoni Fabian - SV COB Tobacco
Rayna Marie Macko - CRRS HH
Tabatha Oliverio - CRRS Next Step
George Poser - CHI MR Payne Street
Margaret Stump - CHI MR Crestview
Christian Wilson - CHI MR Payne St.



Goodbye and Good luck!

Phyllis Allen - Floater
Maurice Booker - CHI MR Payne St.
Tia Carter - CRRS HH
Robert Cene - HH ICM
Renita Dean - Munhall Supp. Housing
Paul Hoover - SV COG Wraparound
Sonya Kapcin - CRRS HH
Lori Mackey-Craft - Turtle Creek
Heather May - CHI MR Lincoln Place
Johassa Stone - HH ICM
Michael Trout - SV COG MH OP

Tickets for Kids

Thank you to Tickets for Kids for the donation of tickets to the Gemini Theater's production of Cinderella. Children's Resource Coordinator, **Marieke Johnson** used the donated tickets to take one of her clients and family members to the production. "They really enjoyed the interactive parts of the show. This was the client's first time at a live production. The grandmother was very thankful for the experience, also." The Gemini Theater produces original, interactive, musical children's performances which focus on artistic, cultural and educational themes. At the Cinderella performance, children were invited to become one of Cinderella's animal friends and become a part of the magic by helping her with the chores, getting ready for the ball and aid the fairy godmother with her magic.

Recovery: The Landscape of Inclusivity

~ Darlene Karpaski

In the new recovery era, we are being asked to participate in a very real and challenging “Dialogue” between Service Providers and Persons in Service. It is a more personal exchange where everyone is asked to take off their hats and leave their roles at the door in order to explore questions as equals. The emerging partnership model is an example of cultural sensitivity.

Cultural sensitivity is possible only through the process of including the voices all of the people within a community or a system. While all of us would agree that cultural sensitivity is important, the work of moving thought into action challenges our present way of life.

Being inclusive means that we need to step out of known territory and into an uncertain landscape where there are more questions than answers for a while. By questioning how we have always done things, we invite the possibility of becoming more self aware and aware of how each of us contributes to the success and learning lessons in the environments we live and work in.

The following are some ways that TCV has stretched to become more inclusive of the people we serve: Consumers are part of the Continuous Quality Improvement Committee, Co-Facilitate Recovery Workshops and the Partial Hospital Pilot for the Pennsylvania Medication Algorithm Project (PennMAP). Consumers are also contract employees as Peer Staff to facilitate activities and groups in the Social Rehab Programs and Vocational Programs as part of a training experience. Executive Staff have changed where and when they meet in order to accommodate more consumer involvement in the Agency Centers of Recovery Excellence Project. Four staff and four consumers make up the Steering Committee. This group was responsible for putting together an action plan to address key areas that need developed at TCV (as defined by consumers, staff and family members) and to oversee its implementation. And there are many other ways that occur on a daily basis.

We have gone out on a limb in order to become more inclusive of the people we serve and like all change, it's been a bumpy ride at times. It was our commitment to partnerships that prompted CCBHO to invite TCV to present at the State CCBHO Conference: Improvement Through Collaboration: Support For Recovery, in Harrisburg in October 2004. It was an honor to be recognized as people who are willing to take some risks in order to forge new ground.

All of this represents cultural change on the part of the agency. Change occurs when we invite feedback from our customers on “How services and service approaches are experienced from the point of view of the person in service.” In this way we get to learn our strengths, as well as areas we need to enhance, so that we may learn to reach people “who seem un-engageable.”

Hearing some of the answers to this question can be uncomfortable, but a necessary rite of passage for building a more inclusive community. **As Martin Luther King Jr. says: “The ultimate measure of a man is not where he stands in moments of comfort, but where he stands at times of challenge and controversy.”**

Janice Burruss and Dionne Sullivan get “locked up”

~Contributor Dionne Sullivan

On November 9, 2004, **Janice Burruss** and **Dionne Sullivan** were held on charges of being “too kind” for the Muscular Dystrophy Association’s “Locked Up For Good” Campaign. Janice and Dionne were taken by limosine to the Red Lobster in Monroeville. “The limousine ride to jail was actually an adventure without a seat belt. Who knew there were no seatbelts in the back of “police cars,” said Dionne.

They were put in cells along with other inmates from the area. To mention a few, the other inmates were arrested from other community mental health agencies, Sam’s Club, local taverns, banks and the Monroeville police department. The prisoners were ‘booked’ and then fed. They were able to call right from their jail cells to raise bail money. The team from TCV raised \$730 and still counting. This will help send at least one child to summer camp.

The prisoners would like to thank everyone who donated to this very important cause. “It was very exciting to see everyone come together for a worthy cause, both at the Agency and ‘in jail’.” They are off and running with being as nice as they can be so they can again be put “Behind Bars for Good” next year.



Janice & Dionne taken away in the “police car”

Agency Holidays

Friday	December 31, 2004	New Year's Day
Monday	January 17, 2005	Martin Luther King
Monday	May 30	Memorial Day
Monday	July 4	Independence Day
Monday	September 5	Labor Day
Thursday	November 24	Thanksgiving Day
Friday	November 25	Day after Thanksgiving
Friday	December 23	Xmas Eve
Monday	December 26	Xmas Day on Sunday, 12/25
MONDAY	JANUARY 2, 2006	NEW YEAR'S DAY is Sunday, 1/1

MR Fee For Service Project

~ submitted by Phil Ionadi

Karen Pruey from 723's Fiscal department has done an excellent job with the MR fee-for-service pilot project. Michael Houlahan from the Allegheny County Department of Human Services, Office of Information Management, announced that among the nine pilot providers only Turtle Creek, Sharp Visions, and FSWP had NO pended records. All were accepted. Pended records are those retained by the system but not formally recognized because there is some problem with the authorization. I.e., they pass the usual eCAPS tests for acceptance and so are not rejected but not the special tests created for the pilot. Congratulations Karen on a great job!

Mental Retardation Consumers Love New York!

Fourteen consumers and five staff from the Steel Valley Adult Training Facility went to New York City in December. They left for New York at 1:00 am on Dec. 3rd and arrived at New York about 9:00 am. They went to Radio City Music Hall to see the Christmas Spectacular Show. The traveler's then walked around Rockefeller Center and shopped. One of the consumer's family donated the trip as a Christmas gift to themselves. **Nancy Naulder**, SV ATF Supervisor said that "It was truly a Christmas trip to remember. It was wonderful and just amazing that the family would be so generous to donate the trip!"



Consumers enjoying the busy NYC streets



Employee Spotlight

Every newsletter will randomly profile an employee. Who will be in the next issue??

Employee Name: Jill Pawlowski

Site Location: Brinton Manor

How long have you worked here?: 6 years

What is your position? Supervisor

What was your very first job? Paper Girl for the Pittsburgh Press

What is your favorite movie of all time? Steel Magnolias

If you could have dinner with anyone (living or dead) who would you choose? Sigmund Freud, Tom Selleck and Oprah Winfrey

What three things can always be found in your refrigerator? Yogurt, fruit and chocolate

What is your favorite vacation spot? The beach and Atlantic City

What accomplishment would you say that you are most proud of? My children and my bachelor's degree

Whom do you most admire and why? Oprah Winfrey



Risk Management Committee and New Worker's Compensation Provider

The Risk Management Committee had their annual training on January 5, 2005 from **Scott Peil**, Risk Management Executive, from PCPA Workers Compensation Self Insurance Trust. Members of the Risk Management Committee are required to be trained annually.

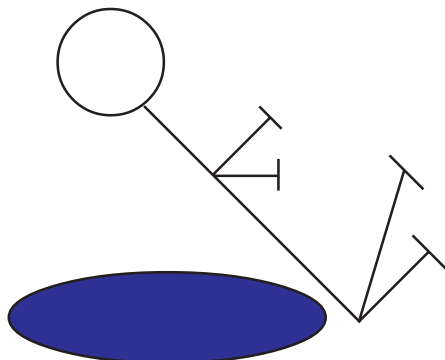
The Risk Management Committee's mission is to oversee safety conditions in the work place and to assist in the prevention of accidents by determining root causes and developing prevention programs. The committee frequently visits different work sites to make certain that safety measures are taken throughout the Agency and to ensure the safety of our employees. The committee meets once a month.

During this meeting we also were informed of **changes in our Panel Physicians** as of January 1, 2005. Pete Porko with Premier Comp Solutions attended the meeting to present information regarding the new procedures regarding work related injuries. He provided a new list of participating physicians. **Premier Comp Solutions may be contacted at 1-888-594-4001 (24 hour number) before choosing a panel provider.** We were also reminded that the emergency room is used for emergencies only and Premier Comp Solutions will refer you there when necessary. Supervisors should have received information on Premier Comp Solutions. If there are any questions or you did not receive information, please contact one of the committee members listed below.

This year, the committee has several new members. We would like to welcome all new committee members!

If you have questions or concerns, please contact a member of the committee. Names and numbers listed below:

Pat Ogilvie	723	412-351-0222 x406
Dave Chara	St. Roberts	412-823-0600 x112
Cindy Cwiklik	St. Roberts	412-823-0600 x104
Jean Frand	Turtle Creek	412-824-8510 x600
Jean Gersna	Rankin	412-271-2728
Anita Gunkle	Health Information	412-351-0222 x461
Karen Holt	Supported Housing	412-464-0674
Michal Inspektor	Homestead House	412-462-9901
Carrie Johnston	Homestead House	412-462-9901
Janie King	BSU	412-351-0222 x449
Dan Kostyak	SV COG	412-461-4100 x744
Mary Jo Napolitano	St. Roberts	412-823-0600 x111
Nancy Naulder	SV COG	412-461-4100 x781
Carmella Pickle	St. Roberts	412-823-0600 x104
Jeannie Pingor	16 th Avenue/Stock Street	412-461-8837
Jerry Potts	Maintenance	412-351-0222 x462
Aaron Rivers	Supported Housing	412-464-0674
William Ross	Homestead House	412-462-9901
Joe Sipior	Maintenance	412-351-0222 x455
Bart Vant	South Side	412-381-2100 x253



'TIS THE SEASON FOR SLIPS AND FALLS!

Here are some helpful hints to prevent slips and falls!

- ~ Wear correct shoes/boots for the winter.
- ~ Be aware of your surroundings (steps, curbs, slopes, potholes, ice patches).
- ~ Hold onto railings, fences, etc. if possible where there are icy conditions.

January - National Mentoring Month

This January, and the months following, we are asking you take a lesson from those who are active in the lives of youth in our community. Please welcome the children of the Tri Boro into *your* hearts by being involved in TCV's mentoring program with community youth a few hours each month. Have you ever had a mentor or someone that you wanted to be like when you were young? Did someone take special interest in you when you were a child? We are learning that African-American households within Rankin, Braddock and North Braddock are becoming increasingly led by single parent families. Unfortunately, these situations are created by divorce, drugs, incarceration and/or domestic abuse. The children in these households need adult mentors from the local community and TCV employees to become interested in their lives.

Our communities are better when **you** take the time to mentor a young person. Consider:

- Mentored young people are **46%** less likely to get involved with drugs.
(Source: *Big Brothers and Big Sisters of America*)
- **59%** improve their grades.
(Source: *Career Beginnings*)
- **86%** went on to higher education.
(Source: *Proctor & Gamble*)

Through grants from the Pennsylvania Commission on Crime and Delinquency and the Staunton Farm Foundation, TCV MH/MR, Inc.'s Prevention Network has been working in Rankin, Braddock and North Braddock in collaboration with the Woodland Hills School District, Big Brothers Big Sisters of Greater Pittsburgh and the Tri Boro Communities That Care to provide Big Brothers Big Sisters mentors to children 8-13 years old. The children also participate in LifeSkills to learn drug resistance, personal and social skills. Turtle Creek Valley MH/MR, Inc's prevention program aims to reduce and prevent violence, drug abuse, improve academic performance and increase involvement of youth in the community. The Network's main focus is to match adult mentors to children who participate in our programming.

You could be an adult mentor and make a change in a child's life. These children need you so they can grow up and mature in a healthy way. Please welcome these children into your hearts and call Rick Williams at 412-351-0222 x421 for further information.

Caring TCV Staff Member: Nancy Naulder

~Dave Chara

Nancy Naulder performs a remarkable job daily at the Steel Valley Adult Training Facility. She also proves her skills and caring for the individuals that attend programs in tragic circumstances. One of TCV's Mental Retardation individuals passed away on Christmas Day and his mother called Nancy for assistance. Nancy immediately went to her aid on Christmas and provided her with ongoing support.

Nancy spent much of her time making all necessary contacts with other consumers, their families, co-workers, friends and associates. She assisted with funeral arrangements and petitioned for much needed monetary aide. One of the MR consumers, whose son attends the Steel Valley ATF, wanted to help by paying for the catering service at the reception for nearly 70 people: Nancy successfully coordinated this generous offer.

Nancy was asked to deliver the consumer's eulogy. Nancy did this with extreme elegance and compassion. I am very impressed with Mrs. Naulder's sincere efforts and her steadfast support to all the other SV ATF consumers who had a difficult week.

Mrs. Naulder has demonstrated to many people the epitome of professionalism, compassion and a heart the size of a mountain. She has exemplified in very practical terms the mission and values of Turtle Creek Valley MH/MR. I am proud to be her colleague and wanted to acknowledge her unwavering devotion to the consumers and families that she serves.

In Kind Donations

Thank you to **Carlene Garrity** from Mellon Financial Corporation for including TCV MH/MR in Operation Warm. In conjunction with **Michelle Lee Wangler**, Clinical Supervisor of TCV's Outpatient Department and **Alica Andrews**, Associate Director of the Human Services Corporation in Turtle Creek, our consumers and their families received much needed outerwear for the winter months.

Thank you to **Deborah Drummond** for her \$50 donation.

Thank you to **Express** in the Waterfront for sending presents to all of the individuals who attend the Steel Valley ATF.

~*Bob Pugh*

Thank you to **Gregory Montalbano** for your donation of the Dell Latitude CPI laptop. The laptop will be given to a 10 year old boy who receives mental health services through TCV. He is a very bright youngster and will benefit from more challenging academic work than he presently receives at his special education placement. Our plan is to use the laptop as a tool to stimulate his innate intelligence and provide learning experiences through educational games. His family could never have afforded to purchase a computer on their own.

MR Gateway Clipper Ride

Approximately 25 individuals and staff from the TCV MH/MR, Inc., Steel Valley Adult Training Facility attended a trip on the Gateway Clipper Liberty Belle on October 28th for a dinner and dance cruise.

Munhall resident **Bill Davis** and Magistrate **Tom Torkowsky** coordinated the trip. Those who attended the field trip had a great time socializing and dancing to the band. We would like to thank Mr. Davis and Mr. Torkowsky for their great generosity.



Staff & individuals wait to board the bus

Annual Fall MR Camping Trip

~*Janie King*

The Community Link Program participants enjoyed another year of fall camping at Raccoon Creek State Park. The trip consisted of five sessions of campers from October 18th thru October 29th. There was a tour to Janoski's Greenhouse and Pumpkin Patch, hiking, fishing, gathering wood for the nightly campfire, and everyone's favorite - making s'mores.



Pumpkin picking at Janoski's Greenhouse

My experience in Psych/Social Rehab

~*submitted by Psych/Social member*

I've been attending Turtle Creek Valley for a little over two years and the change I've experienced is noticeable to me. I never before thought I knew anything and now people are asking my opinion. I've been given the opportunity to teach classes and I co-facilitate staff training. Also, I knew that I could draw, but was afraid to try new techniques. A peer staff came along to give me encouragement to do water colors. They turned out great.

Through staff encouragement, I've joined different committees but I'm also learning to say no and take time for myself. This is big, since in the past I thought that taking time for me was wrong. At program, they're happy that I do take the "me" time.

I enjoy bingo and ceramics and get a lot of support from other consumers and staff. ***I've found it to be like family.*** The staff are very understanding and are willing to help when needed. We not only have peer staff, but a peer advisory board that is trying to help with change. The advisory board is there for consumers but also provides aid in any other way it can. We now have dialogues monthly to ensure that if there is a problem, that it is resolved. We also have a say in what classes we want and how they are helpful to us. The one class has Animal Friends come once a month. This allows people who aren't able to have animals to have a chance to hold them.

All this encourages me to try and has brought a positive change in me.

Turtle Creek Valley MH/MR, Inc. - Recovery Self Assessment 2004

The purpose of this project was to assess how well the agency appeared to promote and reflect recovery principles and to identify potential areas for improvement, so that the organization can plan and move toward truly becoming a **Center of Excellence for Recovery**.

One hundred persons (63 consumers, 10 family members and 27 staff) completed the *Recovery Enhancing Environments* Questionnaire. Sixty-six percent of the respondents were male and 85% identified themselves as white. Respondents included representatives from case management, counseling, medication/physician, residential care, drop in, rehabilitation, vocational and emergency services and from more than 30 of our sites.

Also, five people (3 senior agency officials, a consumer and a family member) completed the *Becoming Recovery Focused: Organizational Readiness* measure. In both cases, the respondents are not a scientifically representative sample of the population of Turtle Creek Valley MH/MR consumers, their families, staff and board members, however, the study does yield information about the attitudes and beliefs of these groups of respondents during May and June 2004. Five other agencies also participated in this project.

Key findings from the Recovery Enhancing Environments Questionnaire

The vast majority of respondents indicated that the agency appeared to hold good recovery-oriented attitudes, such as optimism about recovery potential, tolerance of risk, and beliefs that consumers have realistic goals. And, on 9 out of 10 recovery items, Turtle Creek Valley MH/MR expressed more desirable attitudes than those expressed by persons from the other agencies that participated in the project.

Also, the data suggests that the agency exhibits strength in:

Explaining rights and responsibilities, focusing on self-help skills, having models of recovery within the organization, attending to wellness and crisis prevention, increasing opportunities for consumers to make choices about services and providers, as well as in substance abuse treatment.

On the other hand, areas for potential improvement include:

Decreasing the description of individuals in negative terms, effectively using advanced directives, increasing consumer perspective, preferences and goals in service planning, providing consumers copies of their service plans, involving consumers in staff training, finding better ways to address conflict and resolve differences, and increasing attention to trauma issues.

Twenty-one percent of the respondents felt that consumers never brought value and knowledge to the organization, and 17% disagreed or strongly disagreed with the statement that "it is safe to say what you really think around here."

Key findings from TCV's Becoming Recovery Focused: Organizational Readiness measure

§ The average perception of the respondents was that there is some evidence of recovery within the agency — but it is not a major focus of the organization. There is little, if any, emphasis on giving consumers and family members access to recovery-oriented resources. Written materials are recovery focused, however, respondents perceptions suggest that what is described on paper are not necessarily demonstrated in agency practices. The agency was especially weak in regard to outcomes.

Next Steps

1. Distribute information to consumers, family, staff and the board.
2. Work together to develop improvement plans and define objectives, and
3. Execute plans and meet objectives to create a *Center of Excellence for Recovery*.

HIPAA Security Trainings

~contributors Linda Holt and Bob Wilson

Covered Health Care providers (TCV) must comply with the HIPAA Security Law Standards by April 20th 2005 to create a greater coordination between the Privacy and Security Rules. To that end, the consortium, consisting of Allegheny East MH/MR, Family Services of Western PA and TCV MH/MR, has been working together to develop policies and procedures to bring us into compliance with the Security Rule. Part of the Rule requires we train all staff and managers in the policies and the law. The HIPAA Security Awareness Trainings held on November 23rd and December 1st by Bobbie Carter from Carter Mountain Associates was the first phase of the HIPAA Security Regulation.

To complete the second phase, more in-depth trainings will be held in February, March and April. On and off, we as an agency will be providing reminders and tips on Privacy and security via email, posters and formal trainings.



Bobbie Carter giving HIPAA training

Wellness Tips from the Employment Services Department

~Amy Sljva

- 1.) Slow down – treat yourself to a massage, learn relaxation techniques and make time for activities that you enjoy.
- 2.) Take care of yourself – have “me” time each day. Eat well, exercise regularly, and get enough sleep.
- 3.) Don’t forget to laugh – Laughter is your body’s natural stress relief.
- 4.) Learn from your mistakes and forgive yourself.
- 5.) Set limits around how much work you do at home and how long you talk about work during your free time.
- 6.) Schedule fun time for yourself if you are becoming too busy.
- 7.) Talk to a supporter each day.
- 8.) Ask for help when you need it.

Please remember to ask your family and friends to designate Turtle Creek Valley MH/MR, Inc. as the recipient of their United Way gift through the Contributor Choice option when completing the United Way form, or donate online at www.unitedwaypittsburgh.org.

TCV’s United Way code is #136.

A copy of the official registration and financial information of Turtle Creek Valley MH/MR, Inc. may be obtained from the PA Dept. of State by calling toll-free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement.

For further information, to report duplicate mailings, provide feedback, or to be added to the Turtle Creek Valley News mailing list, please email Kym at KMroziak@tcvmhm.org

Turtle Creek Valley News

Judy Monahan Grystar, LSW
Turtle Creek Valley
MH/MR, Inc.
Executive Director

**Turtle Creek Valley
News Staff**

Kimberly Mroziak
Editor/Layout

Contributors

Gail Burner	Bob Pugh
Dave Chara	Meccala Sepesy
Linda Holt	Amy Sljva
Phil Ionadi	Mimi Silinski
Darlene Karpaski	Dionne Sullivan
Janie King	Bob Wilson
	Olivia Zitelli

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Turtle Creek Valley MH/MR, Inc.
723 Braddeock Avenue
Braddeock, PA 15104