



April is ...

- April 2nd - April Fool's Day (I fooled you)
- Autism Awareness Month
- Celebrate Diversity Month
- Emotional Overeating Awareness Month
- Frog Month
- National Knuckles Down Month
- Soy Foods Month
- Straw Hat Month
- Workplace Conflict Awareness Month

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Marc Center provides opportunities for people to be actively involved in determining where and how they live, learn, work, and play.

Randy's Note

Our legislative action continues. So far, the impact to services provided by Marc Center remains at the "less injured" end of the scale. The interplay between federal and state action appears uncertain given the expansion of coverage and federal maintenance of effort. As I prepare this note, the Legislature continues to grapple with whether or not it will restore KidsCare. Clearly this decision could further impact funding for our targeted populations.



Spring has traditionally brought ongoing notice of the changes in the health plan, and this year is no different. I expect to see the first bid estimates by early April. As information becomes available and Marc Center negotiates its renewal, please watch for additional emails with information. Please know that we will do our best to maintain the existing plan or design a structure that does the least harm to your paychecks.

I want to give a personal "shout out" to community day services. This intrepid group has been taking control of its service destiny and has been raising money to cover the cost of activities that have been unfunded due to budget constraints. Way to go! It's great to see the staff in this department exercise so much creativity and energy. Thanks for your efforts. I'm sure families and individuals really appreciate the results.

I watch a wide range of economic indicators. While I'm not sure we actually have positive improvements in sales tax, I don't think we will see any further worsening. I am hopeful that we will look back on the Spring of 2010 as the time when we turned the corner. After all, Spring and its beautiful Arizona weather is the right time for optimism, and I am an eternal optimist.

BHCLS

Marc Center's BHCLS has a program called the "I Caught You Smiling" certificates. The idea is to give praise to co-workers that go above and beyond or out of their way to help others. We have so many wonderful employees company-wide who do this and the staff in BHCLS is proud to work with people who consistently make efforts to promote excellence in each other!

As Marc Center's mission statement relates, we do all that we can as a company to provide our consumers with opportunities to be actively involved in determining where and how they live, learn, work and play. No one said that this is an easy task, but it is a fulfilling mission for all of us to strive towards. Employees who exemplify and support this mission to its fullest capacity are nominated by their co-workers to be recognized for their extraordinary ability to make others smile – both consumers and co-workers. Then, once a month, a drawing determines who will be honored with a gift certificate. But, really, we are all winners because of the domino effect the program promotes – inspiring each other to go above and beyond with a smile!

So, if you catch someone in BHCLS doing a good job and is inspiring you, go to floor M1 in Building #1 at 924 and fill out an "I Caught You Smiling" certificate with the employee's name and describe what it is that made you smile. It is so nice to turn people in for doing good things rather than for doing wrong things. We challenge you to do something great today, not because someone is watching, but because it feels good to make someone smile.

Spot Award Recipients



Ashley Gruner (left) receives a spot award from Sheila Davis.

Linda Minniear (left) is honored by Holly Collins



Have you heard of ProMarc?

ProMarc is a for-profit real estate property management company solely owned by Marc Center. It employs real estate agents and property managers who help customers buy and sell real estate. Profits from ProMarc are used to supplement programs across Marc Center's service realm. ProMarc also handles small construction projects for customers with the assistance of BuildMarc, Marc Center's partnership construction company. ProMarc's future will include a custodial branch and a landscaping branch. Many of these operations will provide placement opportunities to those we serve.

Here are the latest happenings at ProMarc:

- Sales agent Kimberly Hansen obtained her broker's license as an associate broker for ProMarc. She will operate as back-up broker.
- In discussion with an HOA to manage the home owner's association for a Mesa neighborhood.
- All former CEDA properties have been transitioned to ProMarc. These are Magellan-funded property management agreements with 83 individuals. We expect another 20 voucher holders, taking our total number served to 103.
- Searching for an alternative location for ProMarc that would be more suited to this business. A renter at ProMarc wishes to purchase the current location. We may lease or purchase a new location.
- Eight service recipients have been put to work on two different projects within ProMarc and BuildMarc doing light carpentry. These are ProMarc employees who work along side a construction crew from BuildMarc or another contractor. More projects such as this will be forthcoming in the next two months. It is possible that we will have more than 12 Marc Center consumers working for ProMarc.
- ProMarc is on the verge of launching a custodial business and a landscaping business. Both of these items are in the next 6-month plan.
- ProMarc achieved its first real estate sales this past month. Two properties were bought/sold using ProMarc's licensed agents.

Website: www.promarcpropertymanagement.com

HRD

COMING SOON!!!!

Have you noticed all of the nattily clad Marc Center employees walking around in Marc Center shirts? Have you secretly been wondering where you too could get such fashionable clothes? Well, the opportunity has arrived. The Human Resources Department is in the process of preparing an order form which will be emailed to all Marc Center staff near the end of April. There will be enough color and size options for everybody. Keep an eye on your "In Box" so you won't miss this opportunity to be in style.



CDS

Car Wash & benefit rummage sale For Adults with Disabilities

Date: 04/10/2010 -04/11/2010

Time: 7:00AM

924 North Country Club Road
Parking Lot



* Car Wash * Rummage sale * Hot dog sale



To the person in the red car who parks next to me in the parking lot - You really should take your car to this car wash!

BHS / OUTPATIENT CLINIC

MARCH SPOT AWARD RECOGNITIONS:

- Kelly Calvert
- Amber Marino
- Suzi Knowles
- Cheryl Calvert
- Cheryl Anderson
- Melissa Alvarado
- Sara Calvert

I CAUGHT YOUR SMILING:

- Donna Colvin
- Betty Palles
- Leanne Sermeno
- Denise Covey



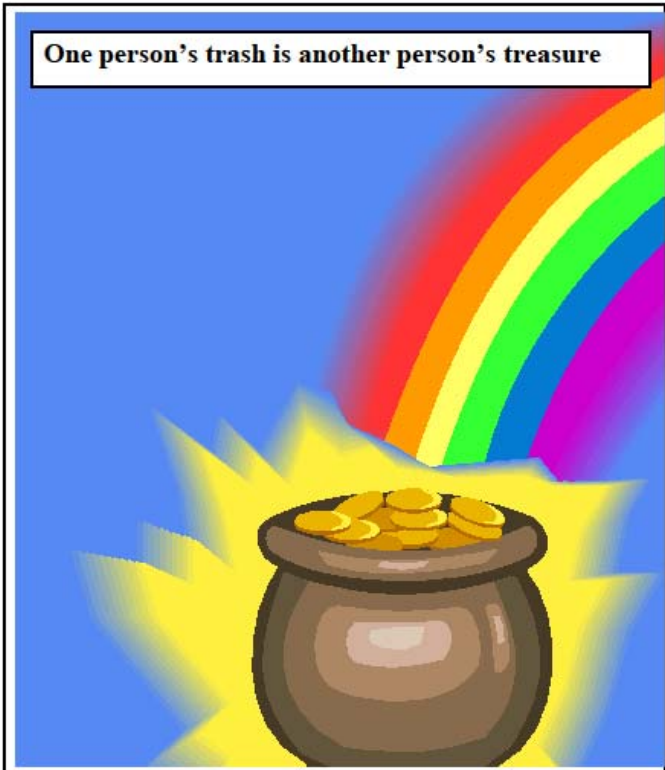
CORTNEY'S FOUNDATION

In an effort to take their consumers to Sea World in the fall, Cortney's Foundation staff has been busy with fundraisers. In March, they held a Road Rally, a yard sale at Fort McDowell where they sold almost everything they brought, a fashion show featuring Channel 3 News' Tara Hitchcock as the emcee, and a casino night.

But they aren't stopping there. On April 14, the CF staff will be holding a "fun-raiser" night at Sweet Tomatoes (9029 E. Indian Bend Road in Scottsdale) from 4:00-9:00 p.m. Sweet Tomatoes will donate 15% of the sales generated by Cortney's Foundation to the program. So, leave your oven off that night and invite your friends and family to come out and enjoy the fresh food and great company.



Taisha Brown (left) and Jeannine Weindorf at the Fort McDowell Yard Sale.



One person's trash is another person's treasure

Please send in your unwanted items (in good condition) for a rummage sale fundraiser.

We are especially looking for old worned, stained, multicolored unique jeans for a craft item.

If too large of an item to send in with your individuals, contact Josie Soto @ (480) 969-3800 Ext 107. Any other donations are accepted including money.

Employee Handbook Trivia

AND THE WINNER IS...
Michael Evans
BHS

Congratulations to Michael for winning the Employee Handbook Trivia Question for the month of March.

The correct answers to the true or false questions were:

1. When an employee quits or is terminated, all PTO is paid to the employee - **FALSE**. (Page 15) Only 75% PTO will be paid upon resignation, separation, or retirement from Marc Center; resignation requires a two week notice.
2. All Marc Center employees are eligible for Family Medical Leave - **FALSE**. (Page 26) Employees who have worked 12 months and 1250 hours are eligible.
3. If an employee is hurt on the job, they can contact their mother - **FALSE**. (Page 17) Notify your supervisor or HRD immediately. Then you can call your mother.
4. Marc Center 3/4 and full-time employees receive 17 paid holidays - **FALSE**. In the handbook it does not state the holidays, only that you have to work the day before and after the holiday to receive holiday pay.



April's Trivia Question

Everyone grab your Employee Handbook and play. All who e-mail the correct page number and answer will be entered into a random drawing for two free movie passes.

1. What is Marc Center's mission statement?
2. If you receive a jury summons, what must you do according to the Employee Handbook?
3. What are Marc Center's operational values called?

Please e-mail your answers to Fran at fran.foglesong@marccenter.com or send your answers by inter-office mail. All submissions must be received by April 16, 2010.

Good Luck Everyone!

SAFE DRIVER AWARD



James Fella
ERS

James' name was randomly selected from about 400 Marc Center drivers who had no violations or infractions. For his efforts, James received a \$100 gift card from the Human Resources Department.

Way to go, James!

Trip Reduction Program

Monthly Drawing Winner



Eric Masters BHS Dept, AMU - Bus

Won \$30.00

Quarterly Drawing Winner



Melissa Alvarado BHS QM, AMU - Carpool

Won 2 Harkins Movie Tickets



Health Tip

HOW SAFE IS YOUR HOME

A safe work environment at Marc Center is a top priority, but is your home safe?

Most home accidents occur because we are in a hurry; it always seems there are not enough hours in a day to accomplish tasks at home. Listed below are tips that can help you prevent home injuries.

- Use a bath mat in the tub or shower.
- Install grab bars in shower or tub.
- Ensure steps are free of clutter and use a handrail.
- Repair carpet tears and eliminate throw rugs.
- Use stepstools and ladders with nonslip feet; do not stand chairs to reach an object.
- Install smoke alarms and remember to change the batteries.
- Purchase a fire extinguisher.
- Stay in the kitchen while cooking and turn handles of pots and pans inward.
- Check electrical cords and do not overload the electrical receptacle.
- Keep medicines out of reach of children and pets.
- Never, never mix chemicals such as ammonia and bleach.

These are just a few things you can do at home to ensure your safety and the safety of your loved ones.

EASY WAYS TO EXERCISE

Exercise, exercise, I don't have time to exercise! Surprisingly there are some easy ways to exercise.

- Do light chores while talking on the phone.
- Walk your dog; walk your dog again.
- Carry your groceries to the car.
- Walk around the outside of the shopping mall before going in.
- Stand instead of sitting, yes standing uses more calories.
- Go into the bank instead of using drive through.
- Take the stairs. Don't run, you may fall
- Go to the park, museum, or the zoo.
- Walk around the block then go to your mailbox.
- Park your car in the far area of a parking lot and walk to your destination.

MARK YOUR CALENDARS FOR MAY 10, 2010 FOR THE ANNUAL HEALTH FAIR

MORE INFORMATION WILL BE COMING

DRIVING WITH A CLUE



By Richard Broch

**This guy from Arizona
always drove like Daytona.
He thought he was perfect,
until his car he sure-wrecked.**

In our Vehicle Safety classes there is usually a plethora of bad, stupid, unsafe, discourteous, improper, unlawful, driver stories observed by class participants. And I'm sure there is validity to these stories. So we don't need a news flash to tell us what a zoo it is out on the highways and byways.

A curious characteristic in our human composition is the desire to cast stones. It seems to me there is an old rule that applies here. -"let him (or her) who is a perfect driver, with no accidents, no moving violations, no close calls, never driven over a speed limit, always stopped completely (at the right place) for all stop signs, has always driven with courtesy and a smile in a total defensive driving mode...let him (or her) cast the first stone at those no-goodnik drivers.

So much for that.

Now, how about a new classroom policy. Anyone wanting to tell a story about a wicked driver must first share a sordid song from their own personal driving repertoire?

Any takers?

Shout Out!

The following employees are being recognized by their co-workers for doing a remarkable job. So many of you responded that it took two pages to list all of the good things that were done. If you would like to send a Shout Out to a deserving Marc Center employee, please send the staff's name, department and site, your name (anonymous is okay) and the reason you feel they should be honored to lisa.wrobel@marccenter.com.

Lucille Sarvis (CSS, Prescott Valley)

"A client had returned home in the wee hours of the morning after a trip out of town. All she wanted to do was just get out of her traveling clothes, into bed, under the covers, and snuggle with her critter. Sometime before morning she got up and fell, hurting her leg. She was in a lot of pain and should have called 9-1-1 then, but didn't. She waited until daylight to get help. She called her Marc Center staff, Lucille Sarvis. Without thinking twice about it, Lucille grabbed the keys to her vehicle and her glasses and ran out the door, still in her jammies! Driving there her mind was racing, going through many scenarios as she wasn't sure in what condition she was going to find the client. Upon arrival, she was in crisis management mode: assess, alert, and attend. She assessed the situation, alerted 9-1-1 and attended to the client. When 9-1-1 arrived, she provided them with all the necessary client information from our Marc Center binder and the paramedics complimented her about how thorough she was, stating they wished everyone was that thorough. Kudos to Lucille! Situation under control."

~ Dora Carter

Katiana Hilario (BHS)

"For her dedication and being an exceptional worker."

~ Mary Ann Harwood

Paula Fernandez (ERS)

"I would like to give a 'shout out' to my supervisor Paula Fernandez. She has the most depth of knowledge of the behavioral health field than anyone I have ever met in the field. She has incredible insight into the business aspect and has the patience to be a great mentor to her underlings, as well as teaching by example by not hesitating to roll up her sleeves and working in the trenches with her staff and the clients we serve. She is kind, understanding and deliberate in her communications with the individuals we serve and doesn't hesitate to advocate for her staff, often taking some heat in the process. She is often asked to give presentations, attend meetings and head-up new programs, going above and beyond her written job description."

~ Tyler Thorstad

Steve Hilger and Jaye Rowe (BHS)

For "being great at their jobs. They are so supportive of their staff. It doesn't matter who you are."

~ Donna Suarez

Calvin Perry (BHS Community Living)

"Calvin assisted a consumer in relocating after a fire happened in the consumer's home."

~ Steve Hilger

Caleb Croom (ERS)

"Caleb is always smiling and talking with the individuals."

~ Fran Foglesong

Lynnette Seeger (CDS)

"We would like to let Lynnette know that her efforts are greatly appreciated. Lynnette is really working hard and is very supportive to all of us in both day programs at the 924 campus."

~ Daphne Lothlen and Josie Soto

Marilyn Hickman (CDS)

Marilyn pointed out that CC's Place did not have rugs in front of their doors and someone could have slipped and fallen."

~ Fran Foglesong

Karen Grieger (ERS)

"Karen stepped up recently to fill in as a job coach when needed at the Blue Ribbon Bistro (Banner Enclave.) She did so cheerfully and with a smile - even when the hours were extended. Karen is always willing to help where ever she is needed."

~ Anonymous

Steve Hilger
Caleb Croom
Marilyn Heckman
Lucille Sarvis
Paula Fernandez
Katiana Hilario
Lynnette Seeger
Calvin Perry
Jaye Rowe
Karen Grieger



Shout Out! (continued)

Pat Beck
Gwen Begay
Gina Facen-Oporta
Stacy Grant
Monnie Prohaski
Michelle Stegg
Deva Taylor

"They go above and beyond to make the women we serve feel validated, respected, and cared for. And always do it with empathy, kindness, and with a wonderful sense of humor to make it a warm and fun place to work. Thank you to all!"

~ Lily Holmes

Daphne Lothlen (CDS)

"Daphne was instrumental in coordinating with the CDS staff to put together the Valentine's Day gift baskets that were auctioned. The funds were used for the Valentine's Day dance and bbq the folks we served enjoyed on the 12th of February. She has started a fire among the employees who are now coming up with many ideas for raising funds for their program activities. Also, her co-workers at CC's Place pitched in, made calls to local businesses and restaurants, and as a result all items in the gift baskets were donated by these generous folks in the community. Daphne truly went beyond her daily work and brought a wonderful event to the day programs that can become an annual event. The \$820 raised will go a long way for those we serve."

~ Kay Moore

DDD/CLS Staff

"The Division of Developmental Disabilities monitors Marc Center's CLS group homes approximately every six months. During the evaluation process the monitor ensures Marc Center is in compliance with programmatic and contractual standards. The three areas that were evaluated were: Staff Training and Qualifications, Policy Review and Provider Responsibilities. A total of twenty-five (25) personnel files were reviewed and there were no systemic issues identified. Twenty three homes were monitored with five homes receiving 100% compliance and twelve homes received 98% compliance. All houses were within compliance standards. At the wrap-up meeting the DDD supervisor stated that Marc Center group homes were very nice, well kept, well furnished and the best she has seen in Maricopa County."

"Please take this compliment to heart, continue striving to be the best you can be while at your worksite. Continue treating each individual with dignity and respect. Continue observing, reporting and providing a safe and healthy work environment for the individuals, for yourself and your co-workers. Great job!"

~ Fran Foglesong

University House Staff (BHS)

"For pitching in when needed and helping out in time of crisis."

~ Mary Ann Harwood

Pat Beck
Deva Taylor
Monnie Prohaski
Gina Facen-Oporta
Gwen Begay
Daphne Lothlen
Michelle Stegg
Stacy Grant
University House
DDD/CDS Staff
El Jardín Staff
Mary Ann Harwood

Mary Ann Harwood (BHS)

"Mary Ann responded to a crisis call at out Triplexes on Broadway and ensured the safety of staff and consumers. Mary Ann stayed at the site until all issues were resolved and all occupants of the triplex were safe."

~ Steve Hilger

El Jardín Staff (BHS)

"For their dedication and thoroughness and for stepping up to the plate and going above and beyond in out time of need."

~ Mary Ann Harwood



March Employee Anniversaries

17 Years Darleen Taylor
12 Years Melany Taylor
10 Years Travis Cade
8 Years Christine Kouame
7 Years Diane Stithem
 Steve Hilger
 Alice Wilkinson
 Claudia Avila
5 Years Denise Covey
 Orest Krawec
 Michael Hughes
4 Years Richard Broch
3 years James Davis
 Corliss Chatman
 Jennifer Stead
 Rose Donnat
 Michael Reeves

2 Years Kendra Parra
 Elaine Tchakounte
 Michelle Pressley
 Roxanne Snodgrass
 Janelle Vollertsen
 Juniper Holmes
1 Year Thomas Contreras
 Shawna Barber
 Roxanne Brown
 Richard Post
 Norma Hanson
 Karla Mickelson



March New Hires

Advocates for the Disabled Hope Network
 Donna Parisi Burch, Raymond
BHS HR
 Jane Ndungu Cheryl Hagren
 Christopher Antonio
 Helen Begay
 Thomas Covington
CDS
 Amber Nixdorf
CLS
 Leola Gastelum
 Kent Hicks
HCBS
 Jessika Munoz
 Susan Stanfill
 Pamela Stuart
 Richard Quintero

>Welcome!

NAMI Walk

Marc Center was well represented in the 2010 NAMI Walk for the Mind, which was held at Tempe Town Lake on Sunday, March 28. More than 50 Marc Center employees and consumers participated along with hundreds of other people from many different behavioral health service organizations from around the Valley of the Sun. The purpose of the walk was to raise money for mental illness advocacy, research, education and support. Walkers were treated to entertainment along the route, including belly dancers and live bands. We hope to see more of you out there next year!

A big 'Shout Out' goes to Cheryl Anderson for all the time and effort she put into organizing "Team Marc".



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r.herbert@nativeconnections.org



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Phoenix AZ 85018

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NATIVE AMERICAN CONNECTIONS