

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



March is...

- **March 17 - St. Patrick's Day**
- **National Developmental Disabilities Awareness Month**
- **Brain Injury Awareness Month**
- **National Clean Up Your IRS Act Month**
- **National Caffeine Awareness Month**
- **Adopt a Rescued Guinea Pig Month**
- **International Expect Success Month**
- **International Mirth Month**
- **National Colorectal Cancer Month**

I don't even want to know how celebrate this!



"There are a million ways to lose a work day, but not even a single way to get one back."

~ Tom DeMarco and Timothy Lister



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Randy's Note



The Legislature continues to grapple with the state's budget deficit, and our economic news simply remains bad. I do not forecast additional cuts this year. I do, however, expect that the Legislature will review and potentially levy additional funding decreases in both the DDD and Behavioral Health service areas for next fiscal year.

I'm not sure what we'll do to manage the possibility of additional cuts, but together we'll find a way to manage the change and challenge.

Likewise, I have instructed our negotiating team to try and do everything possible to minimize the increase in our health insurance. Any more, we all should add to the "two things we know for sure" (death and taxes) a third certainty: the cost of health insurance will go up. I have also asked that our team avoid, to the extent possible, any further shifting of costs to employees and further erosion of the plan.

I must emphasize that this objective for Marc Center's health insurance is a goal. I hope we are not faced with a circumstance where we have to raise contributions merely to maintain even a bare bones plan. I take this opportunity to alert you to the challenge of trying to maintain even what we have – a plan that I wouldn't have even considered five years ago. I will keep you posted because we should have more information by the April newsletter.

I want to send thanks to Michael Evans in BHS. Michael took the time to send me a thoughtful idea about how to recognize employees. Thank you, Michael.

Finally, it's been awhile since we've had this much rain in the valley. Even though this is an incredibly challenging time, I look forward to the desert's wildflowers and the beauty of the place in which we live. Whether it's spring training that inspires your spring fever or desert marigolds, take time for you and your family.

News from the North

The following is an update from Dora Carter, CSSPC, Prescott/Prescott Valley:

As Christmas drew near, we participated in *Chino Hometown Christmas* by decorating our Christmas tree and, on the same weekend, decorated a float with three more trees, hay bales & fake snow for the *Prescott Christmas Parade*. All staff was either working or ill, even the staff that donated the trailer and hay bales. So with the help of CSS Director Denise Propst, my neighbors and a very special man, we got it done. This special man is someone who always gives more than he gets. When I didn't have anyone to go to Chino Valley to get the trailer or pull it in the parade, he offered. Decorating the float, I couldn't have done it without him. When Denise and I couldn't quite get our bottoms up and over the railing to get onto the float, he was gracious and gave us the boost up and over that we needed in addition to helping us get back down! When it came to taking the float apart, he picked all the "fake snow" off the hay bales before returning the trailer and hay bales to my Chino Valley staff. He's a quiet man of few words. He is Larry Walz, whose wife is Clara, and they are owners of *Snazzy Snacks*, a vending machine business that puts special needs adults to work servicing these machines. So you see, if you don't believe in Santa Claus, that's sad. Because Larry Walz truly was ours.

After all that, we participated in the *Last Minute Non-Profit Stocking Stuffer* in Prescott where we showcased jewelry made by special needs consumers from the Mesa office and information about our services here in Prescott Valley.

Growing...in December 2008/January 2009 we had one client and three staff. We now have a total of thirteen clients and ten staff. Growing slow and steady...building our reputation on the foundation of "working together...enriching lives", one consumer; one staff at a time.



Shout Out!

Do you know a fellow Marc Center employee who deserves to be recognized for going out of their way to help others or who did something to make your job easier? How about someone who always wears a smile and brightens your day? Well this is the time and the place to send a "Shout Out" to let others know. This column will be used to honor staff by publishing their name and the special thing they did.

Send your submission to lisa.wrobel@marccenter.com by the 24th of each month. Please include the name of the staff, the department in which he/she works, who wants to recognize them (anonymous is okay), and what they did to merit this recognition. Submissions will be published in the following month's employee newsletter.

Don't be shy. Let your voice be heard. Tell the world (or at least other Marc Center employees) about the good things fellow staff members are doing.



DISCOVER PROGRAM

BHS' new Discover Program will offer treatment and support activities to assist transition-age youth (18-21 yrs.) in tasks and roles essential for living, learning and working in a community setting. These services are intended to support the discovery of meaningful community roles and to increase the self-sufficiency of each person by actively engaging and assisting individuals to discover, articulate and achieve their goals.

The ultimate goal is to encourage each person to progress toward his/her highest level of independence. This goal is approached through the Discovery Team planning process which is a interdisciplinary group of interested persons who are vested in supporting the person in making informed choices regarding his/her life in terms of living arrangements; educational and employment opportunities; recreational and cultural activities; and personal and social relationships.

The Discover Program will assist individuals in their personal discovery process by providing an integrated services package in which each member will be provided with opportunities to be actively involved in determining their learning, working and recreational activities. The individual and his/her Discovery Team will select activities that are tailored to the person's unique discovery goals. The program will include teaching independent living, social and communication skills; assist and encourage the individual to participate in the generic activities provided in the community; assistance in identifying interests in academic and post-secondary training and support through an education program. Additionally, this new program will be linked to ERS to provide vocational training and opportunity that enables young adults to develop a variety of transferable skills, preferences and supports that will aide them in securing and maintaining community employment. Once a person has reached their goals, he or she and their support team will assess the individual's progress and what they need to do to continue to be successful.

Angela Fanucchi is the manager of this new program.



CLS Honors Staff

The following CLS staff were honored with spot awards by their department for a job well done in February.

- ★ Richard Williams
- ★ Tanya Owen
- ★ Roberto Bernal
- ★ Delorce Hendrix
- ★ Audra D'Eliso
- ★ Michael Evans
- ★ Zulma Raffo
- ★ Karla Juarez



Donna Suarez was the "I Caught You Smiling" certificate winner. Others nominated were **Aida Meyer**, **Carl Richardson**, **Alexis Aguirre** and **Cassie Allen**.

OPC Staff Recognition

The Outpatient Clinic recognized four staff members in their "I Caught You Smiling" program. Staff caught smiling were **Kelly Calvert**, **Lupe Clark**, **Amber Marino** and **Betty Palles**.



OPC Welcomes New Therapist

Congratulations to **Zulma Raffo** on her new position as a therapist with Outpatient Services. Zulma has spent the past two years working as a BHT in North Phoenix for Community Housing.



Zulma, a Licensed Masters Social Worker, will assume her new responsibilities on Monday, February 22. OPC will greatly benefit from this quality lady.

Calling All Walkers



There is still time to sign up for the NAMI Walk for the Mind. The 5k walk is designed to raise money for mental illness advocacy, research, education and support and will take place at Tempe Town Beach Park on Sunday, March 28 at 1:00 p.m.. If you are interested, contact Cheryl Anderson at (602) 550-0158.

Get out and enjoy some of this wonderful Arizona weather.

Cortney's Foundation Happenings

The following are fundraising events for Cortney's Foundation, the day program in Scottsdale. Please help support our day program by sponsoring a team for the road rally or by participating in the poker tournament. Thanks for the help.

- **March 7** - Road Rally at Winfield Parking lot at 2:00 p.m. Cost is \$12.50 per person, \$15 for dinner at the end of the rally. You must RSVP for this event.
- **March 13** - Fort McDowell Casino Expo yard sale. Time of the event will run from 7:00 a.m. to 1:00 p.m. Cortney's staff are putting on this fundraiser for a trip to Disneyland in the fall. Cortney's Foundation could use your help. If you would like to volunteer to help at the yard sale or if you have items to donate, please contact Taisha at (480) 419-5852.
- **March 25** - Fashion Show at DC Ranch Country Club. The cost is \$85 per person and will begin at 11:00 a.m.
- **March 27** - For you gamblers there will be Poker, Craps and Blackjack at an event at Scottsdale Airpark Hanger 120 from 4:00 - 7:00 p.m. Entry fee is \$150.

For more information and to R.S.V.P. go to the Cortney's Foundation website (www.cortneysfoundation.com).



CDS Health Program Update

Ten members of the CDS program remain in their contest to see who can lose the most weight. In February the group lost a combined 11 pounds, bringing the total to date to 47 pounds.

Hang in there gang! We are rooting for you!



ERS Job Coach Recognized

Kudos to **Ernest Balcon**, a job coach for five years in the ERS department, who was recently lauded by Bashas' for his customer service performance. Marc Center's Human Resources Department received a letter from Bashas' where Ernest coaches a client. Below is an excerpt from the letter.

"During a Customer Service Performance Evaluation, you provided our shopper with a shopping experience that exceeded their expectations. Not only did you provide our shopper with a proper greeting and closing, you also met all other customer service job performance requirements (such as acknowledging the customer, escorting the customer, being in dress code, providing suggestive selling and active sampling and etc.). Furthermore, our customer service auditor indicated that your warm engagement with them made them (the shopper) want to return to the store as a loyal customer of your department."

Thank you, Ernest, for going out of your way for others in the community and representing Marc Center in such a positive manner.



CDS Auction

The CDS program raised \$820 from their recent gift basket auction. Funds from the auction and other fundraisers are used for client events and activities.

Congratulations to all the auction winners and thank you for your support.



Showing off some of the auctioned baskets are (back row, from left): Renay Radley, Josie Soto and Karen Kerby. (Bottom row) John N., Charles W. and Nicole P.



Health Tip

HEALTHY LIVING

Here is a common scenario: you are not feeling good, you schedule an appointment to see your doctor. Your doctor prescribes medication to treat your ailment; you leave the doctor's office with your prescription(s) in hand, head for the pharmacy and then home. But wait, before you start the prescribe medicine(s) have you taken the following precautions?

- Did you ask your doctor about side effects of the drug (s); and what you should do if you would experience side effects?
- Did you schedule a follow up appointment with your doctor?
- Did you speak with the pharmacist regarding the medication? Your pharmacist has a wealth of information to share and will also explain if your new medication will interfere with other medications you may be taking, including Tylenol, aspirin, vitamins, herbs etc.

Do read the information that comes with your prescription; it has valuable information regarding how to take your medication(s).

- Take you medication as directed.
- Keep your follow up appointment.

Did you know that a large number of Americans, as many as 700,000 annually, go to the emergency room? This may happen from side effects of medication, or unintentional overdose; don't let it happen to you.

Information from Johns Hopkins Health Alerts

ANTIBIOTICS

How many times have you had a cold or flu and you thought "I need to go to the doctor and get an antibiotic"? Antibiotics do not kill the viruses that cause most colds, flu, sore throats or bronchitis; they only kill bacteria. Taking unneeded antibiotics may even lead to the development of "super bugs" which will resist treatment when you really do need antibiotics.

The old remedy of chicken soup and other hot liquids, rest and over-the-counter pain relievers are still the best remedies for the symptoms of colds and flu.

There are times in our lives we need to determine where to go for health services. Do you go to the Emergency Room, Urgent Care, Mini-Clinics, or to your Primary Care Doctor?

Emergency rooms (most costly) are usually for life threatening illnesses or injuries; examples would be life threatening such as heart attack, stroke, bleeding profusely. Did you know the average waiting time in an emergency room for non-threatening illness can be up to 10 hours?

Urgent Care, or mini-clinics, which are found at CVS or Walgreen's drug stores, would be used if you cannot see your primary care doctor. Use of these facilities would be for minor illnesses or injuries, flu, colds, and sinus infections to name a few.

So assess your medical problem and then choose according to your need.

SMART LIVING

REMEMBER THAT LIVING A HEALTHY LIFESTYLE INVOLVES DOING THINGS DIFFERENTLY, NOT PERFECTLY

DRIVING WITH A CLUE



By Richard Broch

Look left, then right, when proceeding through an intersection. Look down, when looking for dropped money. Look up, as the song says, before Gabriel blows his horn. Look around, to get the big picture. "Just looking", is your response when being approached by a sales person.

There are all kinds of ways and directions to "look" in our daily lives.

Here's a question to consider when out on the highway or byway: You are driving in the lane next to another vehicle, 18-wheeler or 4-wheeler, going the same direction as you, and it appears this driver is showing signs of moving into your lane. Maybe said driver is T.O.T. (talking or texting) and is unaware of anyone else on the planet. Or there is a possibility that you are in their blind spot.

The question is : Where do you "look" to ascertain if their vehicle is going to get too intimate with yours? Where do you "look"? At the other vehicle, overall? At the other driver? If you can even see them? At the turn signal? If it's used?

Here's the answer : "Look" and watch their wheels/tires compared to the lane-line. If their vehicle is moving towards your lane, it will be seen there first.

"Look" and live!

Employee Handbook Trivia Contest

AND THE WINNER IS...

Tammy Ricks

BHS

Tammy correctly answered February's trivia question about when Marc Center conducts drug screens. The answer, as found on page 11 of the Employee Handbook is: "Drug screens are conducted for pre-employment, periodic, random, post accident, reasonable suspicion, return to duty, and follow-up drug and alcohol testing in compliance with applicable state and federal laws and regulations".



SAFE DRIVER AWARD



Winning the Safe Driver Award for the month of February was **Wendee Ray** from CDS. Wendee's name was randomly selected from about 400 Marc Center drivers who had no violations or infractions. For her efforts Wendee received a \$100 gift card, which was presented to her by trainer Richard Broch.

Good Job, Wendee!



March's Trivia Question

This month's trivia contest is true/false questions. You must answer all questions correctly and cite the page number.

True or False?

1. When an employee quits or is terminated all PTO is paid to the employee.
2. All Marc Center employees are eligible for Family Medical Leave.
3. If an employee is hurt on the job they can contact their mother.
4. Marc Center $\frac{3}{4}$ and fulltime employees receive 17 paid holidays.

Please e-mail or submit your answers to Fran at fran.foglesong@marccenter.com or send your answers by inter-office mail. All submissions must be received by March 19, 2010.

A random drawing will be held of all correct entries. The winner will receive two movie theater passes.

Good Luck Everyone!

Trip Reduction Program

All Marc Center employees are encouraged to participate in the Trip Reduction Plan (TRP) to help reduce emissions from private vehicles. To reward employees for participating, the Human Resources Department holds a monthly drawing for \$30. To qualify for the drawing a staff member must do one of the following at least once during the month:

- Carpool
- Ride your bike to work
- Ride the bus to work
- Work a compressed work week



Don't miss out on your chance to win \$30. Qualified staff members should fill out the form which is emailed out monthly and return it through inter-office mail to Janelle at the front desk at the 924 campus by the last day of the month.

The TRP winner for February is...

TAMMY PUENTE - ERS

Thanks for all you do to help keep our
Air Clean!

January Employee Anniversaries

Growing Pains		4 years	Roberto Bernal Larry Burrell David Noe Kathi Schad
As you might have noticed, the production of the newsletter has recently changed hands. In the process, the anniversary date list of the January employees was inadvertently omitted. So, to honor those who were affected, here is the missing list. Please give these fine employees a pat on the back for their years of faithful service.		3 years	Michael Evans Sam Henry Gloria Lewis Nicole O'Neal Klaire White
20 years	Pamela Nelson	2 years	Donna Boyce Michelle Garcia Lily Holmes Melani Longoni Billy Ludwig
14 years	Carol McCullough	1 year	Candace Geiser Joey Hermann Sharon Sullivan Richard Williams
13 years	Charmaine Ewers Patricia Harris Jaye Rowe		
11 years	John Sibley		
8 years	Thomas Chatham		
7 years	Wade Burns		
6 years	Amanda Geiman		
5 years	Elvia Dugi Kelly Finn Michelle Kapperman Roseanna Mitchell		

February New Hires

BHS	ERS
Hmiedi Awwad Beverly Carter Derek Finlayson Amanda Greek Ellen Munn Trey Vass Byron Watson Blanca Zazueta	Caleb Croom Jonathan Mena Sanchez
	FCS Premier
	Daniel Andow Vance Brendle Tammy Mortlock Cody Spencer
CLS	
Lisa Town Shahe Brandt Patricia Langevin Lynn Vrooman	

Welcome!

Employee Recognition



Rosanna Mitchell (center) receives her 5 Year plaque with Claudia Avila (left) and Tyler Thorstad (right)



Spot Awards



Back row: Elaine Ashcroft and David Murdoch.
Front row: Christine Chu, Ginny Walker, Marcia



From left: John Moore, Pamela Sperling (5 years), Michelle Kapperman (5 years), Dr. Mike Franczak.



Pictured from left: Loretta Zerilli, Pamela Sperling and Mamta Bhargava.