



MAGIC CITY NEWS

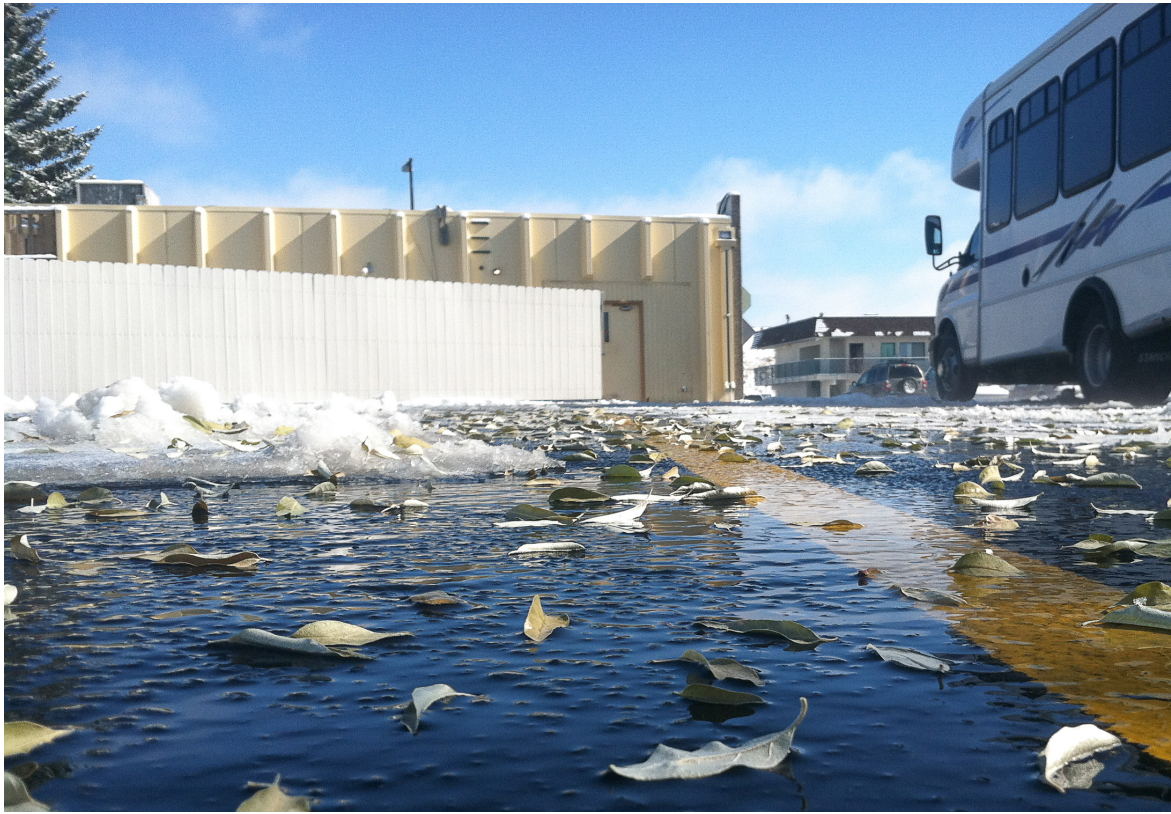
Magic City Enterprises, Inc.'s mission is to create opportunities for people with disabilities to achieve individual success.

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Fall 2012



Winter Arrives



After what was a mild introduction to fall weather, things have suddenly changed. One day it was 70 degrees and as mild as a person could wish. The next day brought below freezing temperatures, howling wind, snow and icy roads. In a well-timed note to all of us, our trainers over at the Deming location sent us this note; "Pay attention! Anticipate! Prepare! The weather is changing and there will be wet, slippery, Icy and Snowy services to manipulate. Warmer clothing will be needed. Dress appropriately...Be safe and enjoy this fall weather."

The advent of this changing weather always brings multiple concerns. Slips, falls, traffic accidents and other potentially scary moments are on the increase. Cold weather threatens numerous health related issues for all of our citizens, especially illness. Finally, the struggles that come with dropping temperatures often lead to frustrations by all involved because of changes in schedule or the increased difficulty of getting around in general.

Please take the time to plan ahead in order to avoid all the above issues as much as possible. Things that will need planning for include leaving one program early enough to get to your destination with ease. Allowing for extra time will allow us to drive at a comfortable pace regardless of the present circumstance. Planning ahead will allow us the time needed to get extra clothing, coats, boots, hats, before they become an issue. Let's take inventory of what we need in these areas to avoid problems in the future. Planning ahead will also help us ensure that everyone's needs are met before venturing out, thus reducing the amount of irritation we encounter throughout the day.

At times the weather may be bad enough to alter how we were planning our day entirely. There will be days

when people are too sick to venture out, too tired, too scared, whatever it may be. There may be snow, ice and wind enough to make driving unsafe. When these moments arrive, let's remember that we are a team and work together to provide our services in the safest and most efficient way possible. Homes should be in contact with their supervisors, and supervisors in contact with their homes. Let's think together on how to solve problems, then work together on solving them. By planning ahead and working together these potentially stressful moments can build our team, making us better for the future.

Finally, if we have a good attitude and try to enjoy ourselves as much as we can, even in the face of trial, even hard times can take on an air of enjoyment. Let's remember that what we see is a reflection of what we look for. Heaven knows how many times I have woke-up to howling wind and snow, along with bitter temperatures, and a slight scowl on my face. Heading out to the living room I see my kids frantically putting on snowsuits with joy, preparing to go sledding and build snow-forts in the very weather I was grumbling that I might have to drive, in to go to a warm office.

The right outlook, teamwork and a little planning will greatly reduce unwanted events in our lives. Beware and be safe as a Wyoming winter moves in.



From the CEO

By Laura McKinney

Hi to all of the supporters of MCE,

I hope this finds everyone well and enjoying our beautiful Wyoming fall! I'm afraid this means that winter is not far off but hopefully we can end the drought this year. I am happy to report to you that MCE continues to do well as we strive to continue to improve our supports and services to all of the people we serve and to the communities of Laramie County.

We have made some management changes since the last newsletter that I want to update everyone on. We continue to make changes to our administration and management structure so that we can be as efficient as possible and direct the majority of our resources to the day to day services our participants receive. The most recent changes are to Administration. A resignation in our accounting office prompted us to move payroll and all housing functions into accounting. Joni Jacobsen and Nancy Gordy are now housed in accounting and will be happy to help you with anything you need. Nancy has graciously agreed to return as our HUD and Housing expert and will make sure that we comply with all of the rules and regulations of HUD, WCDA and the other agencies who oversee us as well as working with our participants and families to assure that all leases and agreements are kept up to date. Joni continues to be our payroll guru and works with all employees to assure that their pay and benefits are correct. Sharron Kelsey has moved downstairs and has accepted the new position of Organization Development Manager. She continues to oversee our human resources functions and has additional administrative functions which include overseeing the reception and front office of MCE as well as assisting the CEO with some duties. Mary Mathison has accepted the position of Human Resources Specialist and is coordinating all new employee screening, interviewing and hiring. Deedy Homan, our Receptionist has agreed to become full time and is now our Administrative Assistant. She and Sharron are working well together to assure that everything that administration does is efficient and in support of our programs.

Other changes you may not be aware of include; Aaron Atwell who is our Residential Manager and Barbara Fortish who is Day Hab Manager. They have both been with MCE for many years and I am excited to have them both in these positions. Jennie Enell decided to move to part time and is our Training and Admissions Coordinator. She and Darcy Fournier are conducting all of our staff training and she coordinates admissions of new participants. Jennifer Elliott has returned to the position of Case Management Supervisor. She continues to carry a case management caseload but has added supervisory duties. Heather O'Brien is still our Program Director and is now directing overseeing our Health Services Office which includes our nurses, medication assistants and medical transportation assistants. That's a lot of changes in 6 months!

The Medicaid Options study continues. The Department of Health has completed two reports. The last one was presented to the Health, Labor and Social Services Committee during their September meeting in Lovell. This report lists options for changing Medicaid in Wyoming but no recommendations were given. The options include changes to the waiver which could mean major changes in the services which are received by people with developmental disabilities and acquired brain injury. The report, in total is on the Department of Health web site for anyone who is interested in reading it. I will know more about the specific recommendations after the Committee meeting in November.

The Behavioral Health Division issues a Staffing Level Bulletin which went into effect August 15, 2012. This bulletin mandates strict staffing ratios for all participants who receive Residential Habilitation or Day Habilitation. Providers are mandated to maintain these ratios at all times and may face sanctions if they are not strictly adhered to. We have found that the enforcement of these strict ratios is a step back toward an institutional model of care. There is much fear among providers all over the state as the costs associated with the mandate are large and there are no associated funds to help cover the additional costs. MCE is doing all we can to meet the requirements. I am afraid that it has adversely affected some of our ability to provide choice and 1-1 community integration. We are exploring all options of how we can meet the ratio requirements and continue to provide the highest quality of services possible.

I am so appreciative for all of your ongoing support which allows us to complete our mission of Creating Opportunities in our Community for People with Disabilities to Achieve Success.

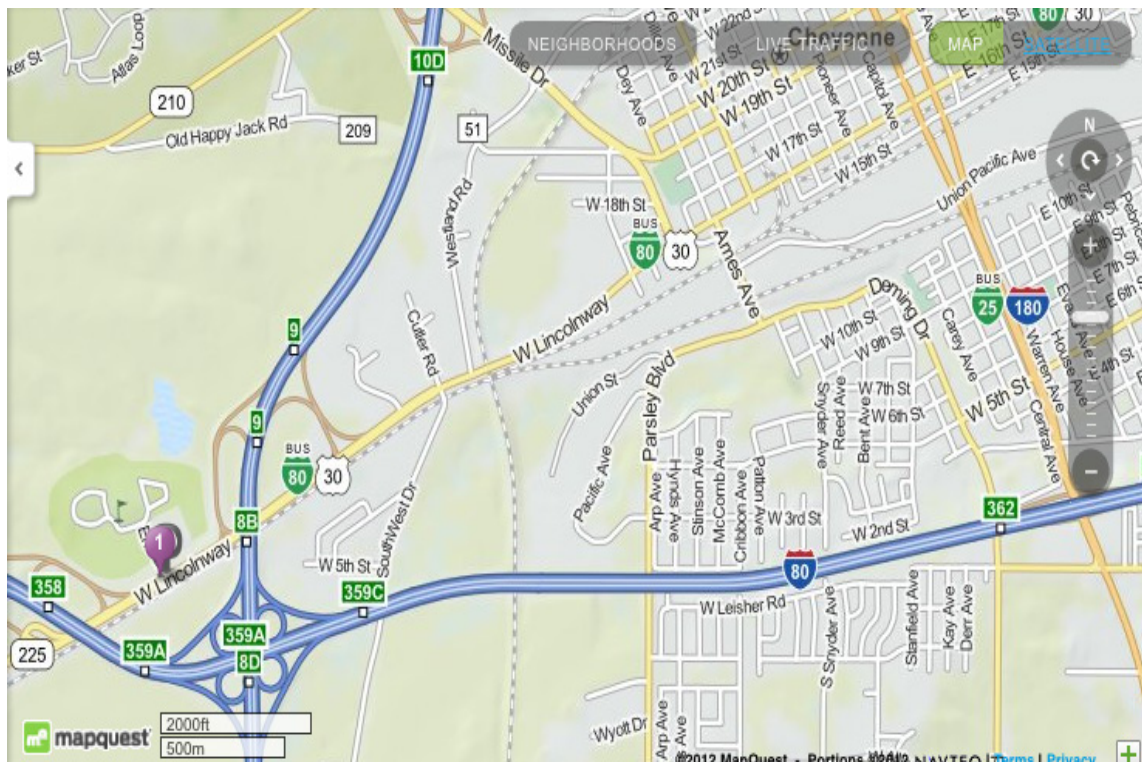


By Laura McKinney



Our 2012 Christmas Party will be held at Little America on December 6th from 6:30PM to 9:00 PM. A light dessert and dancing will be on the agenda! This party is for staff and participants. Please come join us for a fun evening.

Location: 2800 West Lincolnway, Cheyenne, WY 82009



HUB HALLOWEEN PARTY

Complete with treats and a costume runway, this party was a real success! Great job to all who made the party a success!



Compassion is sometimes the fatal capacity for feeling what it is like to live inside somebody else's skin. It is the knowledge that there can never really be any peace and joy for me until there is peace and joy finally for you too.

-Frederick Buechner-



Health Care Team, Behavior Team and Human Rights Committee

Weekly we have a set of meetings that are called Health Care Team meeting and Behavior Team meeting.

During Health Care meeting we go over all of the relevant health issues which our participants are struggling with. We cover the problem, the diagnosis and discuss solutions for what we need to do to help them to feel better. We also make assignments to each of the teams about what needs to happen to accomplish these things.

As part of this meeting, we go over any issues that we are aware of. Please share issues and concerns that you have with your supervisor, so that they can be relayed to the participants team, you can know that those issues are brought to the team weekly, and a course of action to solve them is decided upon.

This also goes for Behavior Team. It is organized similarly, with a team that meets weekly to discuss issues surrounding behavior of all those in our programs. Whatever we can do to help them to feel more comfortable and accepted, we do. Again, a diagnosis and course of action are decided upon, as well as assignments made to those who can best assist. Please bring these issues also to your supervisor so that we can discuss them weekly.

Don't be afraid to document every thing you see that might be an issue, whether in an S-Comm or GER. The more documentation we have on both Healthcare and Behavior issues the more power we have to efficiently offer assistance to those we serve.

Another meeting that we hold a couple of times a month is Human Rights Committee. . This committee is organized to ensure that there is some form of oversight in place watching that the rights of our participants are protected. We investigate, promote and strive to protect these rights. Restraints, GER's, incidents, programs and processes are all examined. Issues that an individual feels should be brought to this team can be given in an email to Dan Mead and Heather O'Brien. Input and feedback from these meetings serve a strong purpose in assuring quality programming for the individuals we serve.

Thank you much for all you do. If you have any ideas on how else to aid this process of team communication on these issues, please let us know. Thank you and have a wonderful day,

DAY OF GIVING COMES THROUGH AGAIN

Day of Giving has once again come through for Magic City in a big way, helping us to solve two problems that we might not been able to correct quickly on our own.

Providing basic over the counter medication for all participants has been a consistent difficulty in Magic City Homes for some times. When a person needed medicine that had run out, they would have to wait until they could go to a store to get more. Day of Giving took down a wish list of things that could be used and got right on solving this problem. They provided cough syrup, pain relievers and upset-stomach medications. In all, the medicine is worth \$250! This medicine will go a long way toward helping all participants, regardless of financial situation, to have medication the moment it is needed.

Another contingency which we would have struggled to find funds for ourselves is various emergency preparedness items. Day of Giving brought in enough bedding for two or three homes, in case of an involuntary evacuation. We are now able to relocate a portion of our homes in case of emergency to the Deming facility, and still provide adequate sleeping arrangements for them during that time.

We want to give a big THANK YOU to Day of Giving for all that they have done for us in recent months!

LEAVING FOR THE HOLIDAYS?

Day Hab and Res Hab programs will benefit greatly this holiday season with as much communication as we can have. If staff or a participant are leaving for any length of time, the earlier the Department managers can be aware of these absences the better. Unplanned absences greatly affect programming funding and staffing, which causes undue stress on all involved. In order to help us have the most enjoyable holiday season possible, please communicate as early as possible!



MAGIC CITY ENTERPRISES
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Being a Helper

By: The Training Department
As an employee of MCE, you have decided to enter the human services field. This means you have decided to help others meet their goals and reach their full potential as human beings. You, as staff, will be referred to as Helpers in this article. Whether your title is Direct Care Professional, Job Coach, Accountant, Bus Driver, Nurse, Case Manager, or Manager you have decided you want to help others. Good Choice!

What does it take to be a good helper? A good helper is someone who does not get frustrated because the person they are trying to help does not act or respond in the manner they expect. As helpers, when we come across someone who is blind due to an accident we know without thinking, too much about it, that we need to adjust the environment for this person. They will bump into things, walk in front of others, and not see signs posted because they are blind. As helpers we give them a cane, a seeing eye dog, beeping stop lights, etc. This is so they can function in the community and we do not get frustrated when they bump into things. However, take someone who can see and they start bumping into people, we get frustrated because of several assumptions on our part: they are just trying to get our attention, or they want to annoy a peer, or they refuse to pay attention to where they are going. Getting frustrated because someone is not acting the way we expect, prevents us from responding to them in a way a good helper would.

As helpers, we need to understand that people act the way they do for a reason. That reason is up to us to find out. For example, we have worked with a young lady who was labeled non-compliant, rude and anti-social by others because of her verbal aggression towards her helpers. She would make demands on the helpers, that she wanted met right then. When the helpers were unable to meet those demands she would begin yelling, cussing, invading personal space, and threatening to call the governor, case manager, or the CEO and get them in trouble. When she made those calls, her account of the incident would put blame on the helpers. She would accuse her helpers of making promises and then taking them back. She would tell the person she called that her helpers were calling her names and would not take her anywhere because they did not like her. She accused her helpers of ignoring her and not giving her medications when she needed them. Needless to say the helpers became frustrated with her behaviors.

The helper's frustration became apparent in the way they responded to this lady. They would quit talking to her when she yelled. They would turn away from her and walk away when she invaded their personal space. They would get on the phone and tell their side of the story. They would try to reason with her which resulted in power struggles. They were trying to change her behavior, but their frustration and expectations were preventing them from being the type of helper they wanted to be. They wanted her to be nice to them, not make up stories, call them by their first names, and well, just treat them the way they wanted to be treated. They expected her to be different than she was.

One day a helper was sitting and talking to this person when the helper heard her say something that was revealing. The person talked about her childhood and how lonely and scary it was. She related how when her parents got divorced no one seemed to want her. Her parents gave her to her grandparents who then gave her to an aunt, who then gave her to an uncle and so on and so on. No one stayed in her life for long and there was very little contact from them once she left their care. Eventually she came to us for residential services with lots of abandonment issues. From this treatment when she was young, she began to believe she was unlovable, not deserving of love, friends or family, not pretty enough, not smart enough, and the list just goes on. Her reason for verbal abuse towards staff came down to her wanting her helpers to leave her sooner than later. If she could get rid of them before she cared, she would be better off and then she would not have to face another rejection. They didn't choose to leave, she forced them to leave.

Once her helpers understood the reason for her behaviors, they were able to remain calm, give her the attention she craved, and quit trying to set the record straight. The frequencies of her verbal outburst decreased after awhile, but not totally. They were still present when she was faced with difficulties in her life.

Had the helper not been listening to this person, she would have again missed a vital piece of information and changes would not have occurred when they did. Listening to a person is different than just hearing someone talk. Listening is when you are focused on what is being said, you are looking at facial and body expressions as they talk, your are giving feedback to them so they know you are listening, such as "Oh", "you don't say", "huh" as you nod your head occasionally and make eye contact. Listening means you are not thinking about supper that night or mentally making plans to go to a movie, etc. Listening takes practice and practice creates a good listener.

The first step to being a good helper is to start listening for the underlying emotion. What is the reason for the behavior? Don't expect people to act a certain way because when they act different it can cause frustration and frustration causes us to be less of a helper than we want to be. When everyone quit responding to the behaviors and focused on the reasons for the behaviors they were able to finally become the helpers they wanted to be and that others admire.

May each of you gain the skills you need to become the helpers that actually make a difference in the lives of the people they help. We wish you great success, joy and contentment in your pursuit of a fulfilling career.

Sincerely,

YOUR TRAINING DEPARTMENT



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