



Another flaw in the human character is that everybody wants to build and nobody wants to do maintenance – Kurt Vonnegut

Baseball is like driving, it's the one who gets home safely that counts. – Tommy Lasorda

One of the nice things about problems is that a good many of them do not exist except in our imaginations. – Steve Allen

I remind myself every morning: Nothing I say this day will teach me anything. So if I'm going to learn, I must do it by listening. – Larry King

June 5, 2009

### Randy's Note

The budget news is not good. State collections of sales tax and income tax failed to meet expectations. The Legislature continues to work on next year's budget and this year's deficit. I am concerned that Marc Center's expense management strategies have not yet been fully implemented. Therefore, if there are things that your group or program can do to manage costs better and more efficiently, please don't wait; now is the time to save every dollar possible. I would observe that good ideas saving Marc Center money should be rewarded with Spot Awards.



Below is the link to this year's employee satisfaction survey. I need your help, and hope you can take a moment to respond. Your responses will be summarized by Marc Center's Human Resources Department, and no management personnel will have access to the individual surveys. I hope it is obvious that the purpose of this process is to assure you that your candor is appreciated. Frankly, your input is invaluable.

I encourage you to attend one of the open enrollment sessions for the health plan. Not only is the information important, it is a time to hear about important Marc Center updates and to have contact with your Marc Center colleagues. Keep up the good work!

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## Benefits Open Enrollment June 8 & 10, 2009. Contact Cindy (213) or Fran (212)

### Marc Center Employee Satisfaction Survey

Please take the time to take the 2009 Marc Center Employee Satisfaction Survey. This survey gives you an opportunity to provide us feedback about your job, your training and what you think works and what you think needs improvement at Marc Center. All information is confidential and no private information will be gathered. The survey is administered on-line, and can be accessed by any computer on the internet at the following address:

[http://www.surveymonkey.com/s.aspx?sm=b\\_2fDxYrK3WeRWqjFd3euwzQ\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=b_2fDxYrK3WeRWqjFd3euwzQ_3d_3d)

The survey can also be taken via the Marc Center Webpage under the "Employees Only" tab, in addition, an email will go out to all employees with a link to the survey.

Results from this survey will be published in an upcoming newsletter and will be used as a part of our CARF certification process. Your voice counts! Marc Center needs your input.



## May Employee Anniversaries

### 20 Years

Kimberly Brown, CLS

### 19 Years

Brett Richey, CLS

### 18 Years

Emily Cottle, CLS

### 15 Years

Paul Ware, BHS

### 14 Years

Sandra Hess, CLS

Eric Lee, HR

### 11 Years

Michael Gates, ERS

### 8 Years

Marcia Gray, ACCT

### 7 Years

Valarie Munoz, CLS

### 5 Years

Susan Burns, BHS

Charles Nderu, CLS

Amber Towns, CLS

### 4 Years

Deidra Flores, ERS

### 3 Years

Elisabeth Akowo, CLS

Christine Rucker, BHS

Robin Anderson, BHS

Martha Galabe, ERS

Courtney Tice, CLS

### 2 Years

Joy Azuoru, BHS

Scott Heinrich, CLS

Michael Hughes, HCBS

Brandon Robertson, CLS

### 1 Year

Pamela Arnett, HCBS

Marilyn Heckman, CDS

Karen Wulfekuhle, CLS

Krishnauna Kelly, BHS

Roy Prieto, CLS

Mary Ledezma, BHS

Patricia Beck, BHS

Amanda Keilty, BHS

## Welcome May New Hires!

Kevin Alexander, CLS

Leoney Brown, CDS

Beth DeRivera, HCBS

Lonnie Halls, HCBS

Marcelo Hernandez, ERS

Sylvia Kittey, BHS

Collenzo Meyer, BHS

Kerry Mitchell, BHS

Edward Mouchette, BHS

Tasheena Perkins, BHS

Latrice Perryman, BHS

Ruth Peterson, BHS

Shalayne Pilar, CLS

Jessie Waite, CLS

Beniah Wheeler, CLS



## Health Tip

### Compulsive Overeating and How to Stop It

By Elizabeth Lee

Reviewed by [Brunilda Nazario, MD](#)

Does the ice cream in the freezer keep calling your name? Can't resist a jumbo bucket of popcorn at the movies? Powerful forces you don't recognize may be driving you to overeat, according to a new book by former FDA Commissioner David Kessler, MD. The culprits: fat, salt, sugar, and brain chemistry. Kessler stops short of calling Americans' love for sugary, fatty foods a "[food addiction](#)." But he believes there are similarities between why some people abuse [drugs](#) and why some of us can't resist every last deep-fried chip on a heaped plate of cheese-smothered nachos. Knowing what's driving our overeating behavior is the first step to changing it, he says. "For some, it's alcohol," Kessler tells WebMD. "For some, it's drugs. For some, it's gambling. For many of us, it's food."

To read the rest of the article go to:

<http://www.webmd.com/diet/features/compulsive-overeating-and-how-to-stop-it>



### Marc Center TRP!

The winner for March TRP is.....

### Cheryl Calvert

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

#### Here are some of tips:

- Structure your eating -- knowing when and how you're going to eat. That plan helps you avoid the situations or foods that trigger overeating and establishes new eating patterns to replace destructive ones.
- Set rules, such as not eating between meals. If you know you're not going to eat something, he says, your brain won't be as stimulated to steer you to that food.
- Change the way you think about food. Instead of looking at a huge plate of french fries and thinking about how good it will make you feel, he advises saying that it's twice as much food as you need, and will make you feel bad. "Once you know you're being stimulated and bombarded," Kessler says, "you can take steps to protect yourself."
- Learn to enjoy the foods you can control.
- Rehearse how you'll respond to cues that set you up to overeat.

For more info about TRP

Go to:

[www.valleymetro.org](http://www.valleymetro.org)



# Cortney's Foundation Open House



## News from Marc Center in Prescott Valley!

April & May were busy months for the Northern Arizona office of Marc Center. Here are some of the highlights:

- Two (2) new staff were hired
- Two (2) new clients came on board
- YCLTC Referral
- Private Pay as a result of Health & Medical Directory (see below)
- Dora Carter, CSSPC, graduated from the Prescott Valley Business Academy sponsored by the Prescott Valley Chamber of Commerce & was introduced to the Prescott Valley Mayor & Town Council
- Dora Carter attended five (5) training sessions sponsored by Parent Information Network (PINs) & Developmental Education & Research (DEAR) on special education process, IEPs, learning disabilities & discipline, disability law & surrogate parent training
- The first Health & Medical Directory for the Quad City (Prescott, Prescott Valley, Chino Valley, & Dewey-Humboldt) was published & mailed to 50,000 residences with Marc Center getting the prime advertising space (page 3 of the publication).
- I have received approximately five+ calls and many compliments on our ad.
- Marc Center/Dora Carter has an ad & monthly column in the Lonesome Valley Newspaper, mailed to residences of twelve (12) communities in PV plus at various retail & business locations in the Quad City area. Column topics have been Marc Center/Opening of New Office, Marc Center/Services, & Marc Center/History
- I have had two (2) walk-in's as a result of this column/ad as well as much recognition from the community members indicating they had seen my column & the ad.
- Dora Carter participates in "Community Conversation", a monthly meeting sponsored by Prescott College to bring community members and non-profits together to strengthen community and develop collaborative partnerships
- I will be a presenter at the October Community Resource Fair to talk about Marc Center & its services
- Marc Center exhibited at the First Annual Prescott Valley Tourism Expo (the only health care agency doing so)

○ I have a follow-up for possible services with family in Prescott as a result of this Expo & our ad in the Health & Medical Directory

○ Marc Center hosted at the PV Office two (2) Rotary Wheelchair Group Study Exchange Team Members from Australia who also work with disabled children and adults

○ I'm ready to open an office in New South Wales, Australia, as I'm told they need providers!!!

○ Marc Center exhibited at the Rotary District 5490 Conference in Prescott (again, the only health care agency to do so)

There was a good deal of traffic not only from Rotary Members (about 150 conference participants) but other hotel guests. I received possible leads on other organizations to be in touch with for referrals and/or partnerships.

Upcoming events are:

- May 27, YCLTC HCBS Quarterly Provider Meeting
- June 2, YCLTC Training Session
- June 20, Health & Business Expo, sponsored by Chino Valley Chamber of Commerce, Exhibitor
- July/August – Health & Medical Directory for Verde Valley will be published & distributed to 35,000 residences (again, we've got prime advertising space...page 3!)
- August 22, Business Health & Community Showcase, sponsored by Prescott Valley Chamber of Commerce, Exhibitor

October 24, Community Resource Fair, sponsored by United Way of Yavapai County, Presenter.

Even though the economy has not been our friend, my staff and I here in Prescott Valley are working hard to serve Northern Arizona through communication and community involvement.



Marc Center is an equal opportunity employer.

**GOING IN REVERSE WHILE THINKING AHEAD**

By Richard Broch

During a recent a.m. visit to a Starbucks Coffee "Transfusion Center" I noticed a Mesa P.D. squad car in one of the parking places. The officer had backed his unit into the spot, posting an appearance that the vehicle was ready to jump out of the gate.

I saw the policeman inside and commended him on being ready to roll, in case an urgent get-away was needed. He smiled and said, "Just thinking ahead". Neat...Just thinking ahead... Does that mean when people back in to park their vehicles they're thinking ahead of how much faster, easier, and safer it will be when they go to leave?

Or, if they pull in frontwards does that mean they're thinking about lunch, their sweetie, some trivial issue, or whatever?

Let's see. When a driver backs out of a parking place, visibility can be extremely limited, making parking lots the most dangerous places to drive on the planet. During backing a vehicle there's a risk of colliding with another backing vehicle behind you, hitting some object, or a person. And next time you are backing out of a parking place at the store, take notice how far out into the driving lane your car is before you can actually see if someone is driving in the lane towards you. Over half your car-length is exposed.

So, why not consider thinking ahead of when you will be exiting a parking place, of BACKING IN TO START WITH. Remember – when you first approach a place to park, your visibility is at its best and that's an ideal time to maneuver in reverse to ensure a smooth, safe departure.



Everyone who submits correct answers by the 15th of the month will be entered into a drawing and the winner will receive movie tickets. You can submit your answers by telephone (ext. 257) or by e-mail maria.larsen@marccenter.com

No piece of normal-sized (8.5 X 11) paper can be folded properly more than how many times ?

The first product ever to have it's barcode scanned was ?

Which country has the highest concentration of Broadband users in the World ?

The Mona Lisa does not have what facial feature?

Good Luck!

## On The Spot



Ceryll & Michelle

If we catch an employee doing an excellent job...

Going above & beyond the call...

You may just get an

"On The Spot" Award!



Tina & Melissa



Juniper & Maria

### Marc Center Extra Training

As Marc Center continues to grow and changes are made in the work environment it is important each employee has access to a variety of training. Last year's survey showed employees wanted training classes so they increase their knowledge in the workplace and enhance their personal growth. United Healthcare offers employers six hours of free training per year; the Human Resources Department took full advantage of this opportunity in April and May.

Ken Swatzke, from CARE 24, presented Respect and Positive Interactions in the Workplace. This class taught employees how to communicate with respect to co-workers both verbal and non-verbal; identify inappropriate and/or abusive communication styles and behaviors; learn and practice respectful communication techniques and non-verbal behavior. The employees who attended were excited over the new skills they had learned.

Ken also presented Creating a Healthy Workplace. This training

focused on empowering all employees to take an active role in creating a positive work environment by using positive communication; employing problem-solving skills, valuing differences and actually having fun in the workplace. This training was well attended by supervisors and direct care staff. The employees openly shared their class ideas if there was laughter, and examples of situations staff had been involved in.

Randy Gray, President and CEO of Marc Center, presented Supervision and Leadership skills training. Randy has always understood the importance of providing quality supervisory training, not only to new supervisors but seasoned supervisors as well. Employees who attended this training walked away buoyed by Randy's presentation; job well done Randy.

Marc Center's Worker's Comp carrier SCF Arizona provides training opportunities each year to their policy holders by holding a Safety EXPO. Last year nine employees

from Marc Center's Safety Committee attended two days of training at the Safety EXPO; and this year thirteen employees were able to attend. Classes were presented on Slips, Trips, and Falls; Emergency Evacuations; Worker's Comp; Road Rage, Worker's Comp claims, and the list goes on. Next year, in May 2010, the Safety Committee would like at least twenty-six employees to attend from all departments of Marc Center.

Adalesa Meek, Clinical Director of Counseling with Behavioral Health Services, developed a new curriculum titled Symptoms of Drug and Alcohol Abuse. Forty eight employees attended this training which provided information on substance abuse. This training was informative in the areas of working with clients, co-workers and friends and family outside of the workplace. Marc Center would like to thank Adalesa, Jean Wilkinson and Stacy Eggsware from Behavioral for presenting and providing an extremely informative training.