



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



A FEW WORDS FROM HR



On behalf of the Senior Executives, thanks to the 225 employees who completed the recently distributed 2011 Employee Satisfaction Survey.

As a relatively new employee to Marc Center, it gives me great pride to have joined an organization where well **over 90%** of employees know what is expected of their performance; **more than 80%** feel that the mission and purpose of Marc Center makes them feel that their job is important, and that they have the opportunity to do what they do best every day. **Over ¾** of employees feel that their supervisor cares about them as a person and encourages their development, and that co-workers are committed to doing quality work.

There are also a few areas in which most employees said we can improve – benefits, salaries and recognition. We will strive to ensure we are treating our employees fairly and equitably relative to other like organizations.

I will provide a more complete summary of the survey feedback for the management team in the next few weeks and we will compare our results with previously conducted surveys. More information about action plans from your comments and suggestions will follow.

Overall, it's great to see Marc Center's employees are highly satisfied with working here, and that in the spirit of continuous improvement, I firmly believe we will take actions that make this an even better place to work.

Thanks again,

Jim Liberty

JUNE IS...

5 - World Environment Day

14 - Flag Day

19 - Father's Day

21 - First Day of Summer

National Safety Month

Fireworks Safety Month

Professional Wellness Month

Adopt a Shelter Cat Month

Effective Communications Month

Skyscraper Month

Corn and Cucumber Month

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Mindfulness Training



On May 9, Marc Center had the honor of hosting Dr. Nirbhay N. Singh, who enlighten us with a "Mindfulness In Every Day Life and Clinical Practice" session.

Dr. Singh is currently a senior scientist at ONE Research Institute, a nonprofit organization "devoted to services, training, research and consultation focused on people who are disabled or disenfranchised." He is a retired medical professor at Virginia Commonwealth University in Richmond, and a graduate of the University of Auckland in New Zealand, earning a doctorate in 1979. Dr. Singh has been a consultant for "60 Minutes" and is the author of 450 publications and 12 books. He has been an overseer for the Department of Justice in hospital reform in California, Georgia, Kentucky and Connecticut.

Dr. Singh is the editor of *Mindfulness*, a scholarly journal devoted to mindfulness research and practice. He has published mindfulness-based research with adolescents and adults, staff and parents. His research spans across several areas in health and wellness, including aggression, lifestyle change, obesity, OCD, parenting, staff training, smoking, sexual deviance and treatment planning. Until he retired from academia, he was a Professor of Psychiatry, Pediatrics, and Clinical Psychology at the Virginia Commonwealth University School of Medicine, and is now a partner at the American Health and Wellness Institute in Virginia.

Dr. Singh will be mentoring BHS' Community Living Millet Program (for people diagnosed with Polydipsia) in the use of Mindfulness to increase awareness and decrease excessive fluid intake.

"Mindfulness" Appreciation

We would like to express our gratitude to the donors of the tickets and everyone who made the wonderful event and performances happen. Members of the East Village and staff came out of the performances with a greater appreciation, not only for being exposed to another culture, but also for the many lessons learned about mental illness. Below are a few remarks we gathered from the members who attended. Thank you.

"I enjoyed the evening at the Mesa Arts Center. It was Interesting seeing the different type of dance, also the way the dance expressed the emotions we experience. The music was fun, seeing the different instruments. I would enjoy going to other outings like this. Thank you for the opportunity."

"I enjoyed Dr. Aking's performance very much. I also enjoyed the young girl's performance also, especially the performance about the different conditions about the physical effects of the different conditions of mental illness by Dr. Aking. Thank you for inviting me."

"On the day of the performance at the Mesa Arts Center, I could not wait to see the performance celebrating mental health awareness. I really enjoyed all the performances, no one was better than the other. I understood the dances expressing the nine different states of mental health very well, and liked watching how different expressions were used to tell the story of psychiatric diagnosis and people living with mental health challenges. I will like to see another show like this one. The nine emotional states really woke me up to the different personalities of people. I learned that you must talk about your feelings instead of keeping them within. I think that many people who saw the show have gotten to know more about mental illness. Thank you for inviting me to this wonderful performance."



The Mountain Always Changes

By: Dionna Reeb, M.Ed/GHS

When I was riding through the desert, I was watching the outlines of the mountains, finding designs or pictures in them. I would see a face or a profile of a sleeping child or some pattern that would get my attention. As we rode along, however, I noticed that the picture would change. The chin would disappear, the child's profile would change drastically or the design I saw would simply not be there any longer.

As I was concentrating on the mountain and saw how much it changed as we moved along the road, I started thinking about how this is like life. There may be a mountain, or some other problem that we are facing, but as we go along the road of life, the problem resolves or changes, but it never remains totally the same forever.

The mountains in our consumers' lives are similar to the mountains along the roadside. There may be a great need in their life or a major issue that they need to solve before greater independence is granted. Sometimes our consumers get discouraged with what looks like a major "mountain" in their life. Our job as a BHT is to help our consumers move along the road in life and show them how the picture never is the same. We can use this illustration to encourage our consumers to continue moving forward and to help them see that life always changes!

Recovery is a process, not a destination.

Jacqueline's Success Story

Jacqueline Burmeister is a Behavioral Health recipient who has participated in several different Marc Center programs since early in 2010.

After she started attending Marc Center's East Village, Jacqueline had a conversation with her foster mom about things she would like to be doing. During that conversation, they talked about Jacqueline looking for more meaningful activities, such as getting a job. Jacqueline has not had a job for ten years so she wasn't sure she was really ready for employment. But, then she engaged in a casual conversation with a peer at the East Village. They talked about her peer's participation in the ERS program and her experiences working there. Jacqueline thought the work program would be something she might like and decided she wanted to find out for herself what working again would feel like.



Within a few weeks after talking with her peer, Jacqueline started working at the ERS program. She found that she enjoys it. The two things about the work program that stand out for Jacqueline are that she gets to work at her own pace and staff does everything to make sure that she is comfortable with whatever tasks she is assigned. When she received her first paycheck, it was a proud moment for her. She could not have imagined that she would be working again. Having a job gives her the opportunity to save some money for her future. Jacqueline believes that she could not have gotten to this key moment if it were not for support from friends, family and staff and without self-determination.

Jacqueline believes that attending Marc Center programs has helped her attain many of her goals. She wanted to share her success story as an inspiration to other people on similar journeys. She also wanted to show her gratitude to staff who work with her so that they can know how much of a difference they make in people's lives. Jacqueline said that "If you set your mind on a goal and keep on dreaming your dream, one day it will happen. Just don't give up! Always try to do better."

Jacqueline is currently working on her ultimate goal, which is to be able to live on her own.

Spot Awards



Steve Nance (ProMarc Janitorial) received a Spot Award for his excellent work as a Day Porter.



Tanya Owen (center) and Cassie Allen (right) are presented Spot Awards by Ellie Ramirez.



Camille Ruiz (right) is handed a Spot award by Tina Feeney for all her hard work in making client charts.



Billy Ludwick (left) received a Spot Award from QA (presented by Adalesa Meek) for his "precise and accurate wealth of knowledge".



Kelly Finn (left) hands Alissa Babcock a Spot Award.



Spot Awards were give to Olga Placencio (left) and Amy Muscarello for going beyond the scope of their position



Cheryl Calvert from BHS was given a Spot Award for organizing and creating a wonderful atmosphere for Dr. Singh and the participants at the Mindfulness conference.



Ellie Ramirez (left) presents a Spot Award to Dona Suarez, Coordinator in the Community Housing Program.



Peter Alomepe earned a Spot Award for his dedication and support to the people we provide services to and for being flexible.

Shout Outs!

The following employees are being recognized by their co-workers for doing a remarkable job. 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.

BECKY LeROY

"For all of her help, her smile and her support. Thank you so much."

~ Mary Ann Harwood

RICHARD BROCH

"For always being so kind, encouraging and willing to help when there is a need. Thanks for all you do. You are appreciated."

~ Wendee Ray

TANYA OWEN

"For referring Terrance, Roberto and Erin to the TecMarc Technical Training Institute for the SharePoint class. Thank you, Tanya!"

~ IT

DAVID ALDRIDGE

"For always being willing to help, no matter what. You are an awesome 'bubble man'!"

~ Veronica Sanchez

AMBER HAYS

"For displaying such a positive, can-do attitude and developing our activity schedule, creating and overseeing our Wednesday treat fundraiser."

~ Alice Williams

KARLA JUAREZ

"For referring Jamel, Aaron Leonel, Roberta and Aida to the TecMarc Technical Training Institute for the SharePoint class. Thank you, Karla!"

~ IT

LAURA VAUGHN

"For always being there right when I need help in messy situations and always jumping right in."

~ Sarah Hilger

KAY MOORE

"Thank you very much for assisting one of the people we provide services to and getting them a 'walking boot'. We very much appreciate it."

~ Cheryl Anderson

LISA WROBEL

"For the OUTSTANDING JOB she continues to do with the monthly employee newsletter. She covers it all, no matter what the 'news' is, in such a professional way, you can't put it down until you've read it all. Thanks, Lisa, for all you do. I appreciate you so much. 😊"

~ Marilyn Heckman

OLGA PLACENCIO

"Thank you for attending the fabulous performance 'Mind Matters'. You provided a wonderful and memorable experience for the ladies from the East Village."

~ Cheryl Anderson

CHERYL ANDERSON

DEREK FINLAYSON

MICHELLE HARRINGTON

BILLY LUDWIG

LACRESHIA WITCHER

"Thanks for your generosity and expertise in assisting and supporting ERS with various program needs."

~ Paula Fernandez

CHRISTY DYE

DR. AKING

MARC CENTER

"Thank you for the world-class performance of 'Mind Matters'. We very much appreciate all of the work that went into the event and the opportunity to attend."

~ Cheryl Anderson

BHS COORDINATORS

"I appreciate my Coordinator Co-workers! What a team!!"

- **Cassie** - You really 'Whip It' when it comes to team work! Thanks for keeping me down to Earth!
- **Alexis** - You are doing such a great job! It is fun that we are in sync! Thanks for all the collaboration!
- **Donna** (Ying) - You work so hard and I learn something new from you every day! (Yang) 😊
- **Donn** - You are so good at reminding me to choose my battles! One of my new mantras is WWDD... 'What would Donn do?'

Thanks for having my back!"

~ Tanya Owen

PHIL WITT

"Thanks for making the day center a fun place for consumers!"

~ Joshua Martin

SAFE MARC CENTER DRIVERS

"Marc Center's drivers are doing an excellent defensive driving job out on the highways and byways, dealing with so many crude, rude drivers who are out there."

~ Richard Broch

KARLA JUAREZ

"You have the toughest job of all, yet you still find time to encourage and support us! You are Amazing."

~ Tanya Owen

ERIN O'BRIEN

"Congratulations on the well-deserved promotion! You are doing a wonderful job supervising!"

~ Tanya Owen

Shout Outs!

CLS STAFF

OPC STAFF

CSS STAFF

"For attending an all-day conference on 'hoarding' on May 17. Severe hoarding behaviors often times are brought to the attention of authorities after the individual's behaviors start to affect other people. In addition, the person with the hoarding behavior is faced with losing their kids or their homes due to the conditions in which they live and therefore this issue directly involves housing authorities/services, as well as the legal and mental health systems."

~ Adalesa Meek

ADALESA MEEK

ELLIE RAMIREZ

"Thank you for all the 'mindfulness'."

~ Tanya Owen

NASSAU STAFF

"I want to thank the staff at Nassau for all their hard work in getting the home ready for CARF and going above and beyond their duties. And for coming in early and staying late. I hope they know how appreciated they are. They are a good staff to have. Thanks for all your hard work."

~ Donna Wells

DISCOVER PROGRAM

WEST VILLAGE

CHERYL ANDERSON

FRAN FOGELSONG

"I would like to sincerely thank all of you for your understanding, support, prayers and well wishes and keeping my mother in mind as she went through this difficult surgery. You have eased my mind, stepped up to the plate and filled in for me when I was not able to be at work. Your well wishes have touched my heart. A special thanks to Cheryl and Fran for all of your help and easing my mind. You all will never know how much this support has meant to me. Thank you very much."

~ Mary Ann Harwood

DELORCE HENDRIX

"Tanya's Mantra #2 is 'Change is the one consistent in Behavioral Health'. You know that better than anyone! Thank you for your willingness to do what is in the best interest of our TPalms. Your flexibility is invaluable and I truly appreciate you! I think you've got a heart of gold!"

~ Tanya Owen

PAUL WARE

"What a trooper! You have had so much thrown at you for CARF and you didn't even bat an eyelash! Got it all done and more! Thank you for your willingness to go with the flow!" 😊

~ Tanya Owen

JENNIFER BROWN

MATT CUNNINGHAM

"We have developed a special working relationship. This has increased our numbers at the West Village. I'd like to take the time to thank **all staff working with 'Hit the Marc' wellness** for all of their efforts that have helped with building up the client base and for welcoming each new member. This is going to change lives. Our staff deserve a special thanks for taking these members to get healthy and have a better quality of life."

~ Cheryl Anderson

MATT CUNNINGHAM

DAVID LAVISH

NICK ZAUTRA

"For all the wonderful, creative and hard work you have been doing to make the wellness program a success! They use teamwork to make things happen."

~ Derek Finlayson

TEAM FRITO

TEAM TPALMS

TEAM HEATHER

"Thanks to my Teams for all your hard work in preparation for CARF! I am so proud of our recipients and staff! Way to go Team Frito, Team TPalms and Team Heather! You are Awesome!"

~ Tanya Owen

TANYA OWEN

CONNA SUAREZ

"They always go above and beyond! Their efforts during the second shift training is paying off already. Good job ladies." 😊

~ Ellie Ramirez

LORI ANNALA LYNNETTE SEEGER

KAY MOORE HOLLY COLLINS

DR. MIKE FRAN CZAK

ADALESA MEEK OLGA PLACENCIO

AMY MUSCARELLO PETER ALOMEPE

DONNA SUAREZ TANYA OWEN

STEVE HILGER STAFF AT FRITO

"Thank you all so very much for all of the support, insight and kindness you have shown to our young member from the East Village. I am very proud to work with so many people that care so very much."

~ Cheryl Anderson

PAULA MARTINEZ

"For all her hard work and sweat packing ProMarc so they could move to their new location."

~ Kay Moore

TANYA OWEN

"Thank you very much for the donation of the walking stick for one of our members. Your kindness is very much appreciated."

~ Cheryl Anderson

Shout Outs!

NICK ZAUTRA

"Nick has been great in leading the fitness classes and working with the recipients. You can see on their faces that they actually feel better about themselves after working out for an hour with Nick."

~ Matt Cunningham

JENNIFER BROWN

"Jennifer has been getting slammed with packets and intakes and I know one night this week she was working after 9:00 p.m."

~ Matt Cunningham

DAVID LAVISH

"David has been awesome in helping me out. He helps with whatever is asked of him—notes, intakes, etc. and does a great job working with recipients. He is also studying to take the fitness trainer exam with the help of Nick Zautra."

~ Matt Cunningham

RICHARD BROCH

"For the great training you give the employees at Marc Center, especially in CPR/First Aid. Keep up the good work. You are great"

~ Shannon Fisk

JOSEFINA MARISCAL

ROY PRIETO

DAPHNE LOTHLEN

"For performing CPR on a client who had stopped breathing at CC's. Your CPR training and quick thinking to save another person in commendable."

~ Shannon Fisk

JENNIFER BROWN

"A special Shout Out for the communication and success between the Wellness Program and Village Program. You have been wonderful to work with and make Marc a wonderful team! Thank you."

~ Derek Finlayson

CHERYL ANDERSON

"Thank you for showing your passion/care for people. Thank you for all the hard work, leadership, mentor/team member and dedication to people and to Marc Center."

~ Derek Finlayson

WEST VILLAGE STAFF

"For working hard together through tough times and lots of changes! You all rock!"

~ Tiffany James

TANYA OWEN

CASSIE ALLEN

"They are very insightful and very quick in providing solutions to challenges that are faced in BHS."

- Tanya - For having the insight to want to offer trainings for Direct Care staff specific to their shifts.
- Cassie - For taking the time to get all of us on the same page with our billing, especially for medications with the changes that we have incurred recently. Thank you for your diligence and research and then putting it all together for a consistent training tool for all the Community Housing sites.

Both of you do amazing jobs and are great role models."

~ Donna Suarez

KELLY FINN

"Kelly is the best thing that's happened to me. He's kind and understanding. I couldn't have done it without "Him". He's helped give me back my life. When I leave, I'll miss him, but will always remember the things he's taught me. Thank you Kelly."

~ an anonymous consumer

ALL BHS 2ND SHIFT DIRECT CARE STAFF

"Thank you so much for attending the training that was specific to your shift and what you do! We had an amazing time and learned a lot from you guys and hopefully you learned something from us as well!

Thank you for your participation and willingness to learn! Thank you also to Ellie Ramirez and Cassie Allen from all your input. You guys are amazing. We look forward to more "shift specific" training in the near future."

~ Donna Suarez and Tanya Owen



CPR Class to Family Members

Last summer Marc Center's Safety Team introduced an invitation to employees' immediate family to sign up for regular CPR/First Aid classes given at the 924 Building.

These free classes are given by our instructors and a regular two-year certification is awarded upon completion of training.

This invitation is ongoing and includes spouses as well as sons and daughters who are 12 years of age and older.

All participants are integrated to regularly scheduled classes which are limited in number. Marc Center employees have first priority for admission.

Please call Janelle at ext. 208, front desk, to register for classes.

Awards



The Safe Driver Award for the month of April goes to Aaron Williams of BHS. The prize for winning this award is a \$100 gift card.

Every month, the Human Resources Department randomly selects a driver from among all eligible Marc Center drivers. To be eligible, a driver must have a clean driving records (no moving violations) and have no Safety First complaints.

Congratulations, Aaron!!! Thanks for your safe driving.



Congratulations to Debbie Cherry, winner of the April TRP award. Debbie, an employee in the ERS department, qualified for the drawing by working a compressed work week.

Debbie name was randomly selected to receive \$30 for her efforts to keep our air clean.

If you carpool, ride the bus or bike to work, or if you telecommute, fill out the TRP form and send it to Janelle at the front desk of Building #1 at the 924 campus by the end of the month.

Driving with a Clue

by Richard Broch

You know how passionately I preach to you about driving defensively as you motorize among clowns exercising their trade posing as drivers, or is it drivers posing as clowns? Or is it the parade of roses with ups and downs? Whatever it is, you have to drive among `em..... daily.....all the time.

But, today I bring a new skew for you to do. Are you ready for this? It's dealing with bicyclists. Yes, bicyclists. Bicycles and vehicles are not a harmonious combination, particularly in traffic at the same time.

It helps where there's a bike lane painted along the side of the street which shows the dividing line for riders and drivers, or is it hider in-siders and sky-divers? Why is that painted line reminiscent of a line "drawn in the sand"? Never mind, as long as the bicyclist doesn't ride on the line (where it's smoother and more debris free. Why would he/she want to do that?)

And the driver of the vehicle doesn't gravitate to the right, allowing a large side-view mirror to smack the unsuspecting bicycle

rider on the rear of the head. WHACKOOoo. Not good.

Now, whether everybody realizes it or not, bicyclists are obligated to obey rules of the road, just as motorists are supposed to follow. Usually professional type bikers do this. You can always recognize P.T. bikers because they wear a cute little half-head helmet with colorful appointments. And the pants... the pants, those darling form-fitting spandex numbers with zero wind-drag (or is it hero wind-bag?).

But, it's the not-so-professional bikers you have to watch out for. You know, like Houdini, they materialize out of nowhere, riding on the wrong side of the street, blowing red lights like candles on a cake, and riding two abreast, line or no line. These guys ride old Schwinn's, which turned heads 50-60 years ago, doin' good for just their wheels to turn today.

At any rate, drivers and bicyclists will share the road here... something like the Hatfields and the McCoys.

Health and Wellness



Nick Zautra (wellness team) presenting 7 Dimensions at PIR location.



Wellness program activity.

Over a three-week period, Nick Zautra and Matt Cunningham traveled to three of the four Partners In Recovery clinics where they spoke to the direct care staff about the importance of health and wellness in their own lives. Both Nick and Matt are relatively new to Marc Center. Matt is the program coordinator for the new Wellness Program in the East and West Valley. Nick is the fitness specialist for the both of the centers and is also a certified personal trainer. They talked about the seven dimensions of wellness and achieving balance in one's own life. Much of the time in the social services field, workers focus so much on giving and caring for others that nothing is left in the tank for self-care. They were able to explain that often this leads to burnout. There are also some physical side effects that come with this unbalanced approach to life. In covering the seven dimensions, Nick was able to provide some examples of each that illustrated how staff can incorporate a more balanced approach to their lifestyle. Part of the presentation handouts that allowed the direct care staff to set up weekly goals and daily checks to monitor self-care. Overall the presentations seem to be a success and they received a lot of positive feedback.

News from the North (CSS - Yavapai County)

A Funny Thing Happened on the Way to...Or Some Such Nonsense...

by Dora Carter, CSSPC

Isn't technology wonderful? Who said that? Was it me? Depends on the day or night.

I'm a baby boomer. I learned how to type on a "manual" typewriter; no computers. I remember when gas stations were actually "service" stations and someone else pumped your gas. I remember when I had to put in my "calling card" number at a "pay" telephone before cell phones and the list goes on. A cell phone can be a great "tool" except for a few quirks such as when one of our Mesa staff puts me on speed dial and then "butt dials" me at the oddest hours! However, I'm so good at using my Blackberry Storm (not) that I accidentally dialed a consumer. When she got the call from me and heard noise and such, she called me back several times until we connected. She thought I might have fallen or had an accident and pressed any number on the phone (which happened to be hers) in order to get help. What a great and caring clientele I have.

Recently I was training five new staff in body mechanics. I was demonstrating how to reposition someone sitting in a chair. As luck would have it when I was knee-to-knee with my staff sitting in the chair, my left knee popped. I looked to the staff, asked if they heard it and all said yes. When I tried to move, the pain in my knee was excruciating and I have a high tolerance for pain. Then it was on-the-job training. My staff pushed the wheel chair under me, elevated my leg and got ice to keep the swelling down. They were D-Y-N-O-M-I-T-E! I subsequently got a ride in the ambulance to the hospital ER. When released, staff drove me home, got me in the house, gave Trixie (my four-legged furry daughter) her dinner and insulin shot and made sure I was good for the night. Then another staff came and took me to the orthopedic surgeon and held my hand when I got a shot in the knee for pain. The doctor said it was really going to hurt but it was over before I knew it. Diagnosis: torn meniscus.

Did you hear the one about the lady who was leaning against a planter talking to colleagues when she felt something in her slacks. I, being one of the colleagues, joked "You probably have a lizard up your pants." Everyone laughed and went on their way. Be careful what you say. My colleague called me later (when I happened to be in the doctor's waiting room) and informed me while she was meeting with a new client, she didn't feel so well, feeling queasy. She excused herself and went outside. She felt something crawling up her leg and over her abdomen. As she pulled on her waistband, low and behold, a six inch lizard with a very long tail crawled right out her pants! I'm still can't stop laughing...and neither can the patients in the doctor's waiting room.

Fran's Health Tips

HEALTH AND SAFETY

June 1st is upon us and soon we will be seeing 110 degrees and more. Are you ready? Let's make sure by the following some simple rules:

- Exercise early in the morning and take water with you so you can stay hydrated.
- Stretch those muscles before starting your morning walk.
- Don't try to be a statistic by climbing a mountain in the middle of the day.
- Keep your cell phone with you just in case you would need to dial 911.
- If you take your beloved dog with you, make sure you have water for your best friend and remember the ground is on hot on the paws.
- Wear a hat and a good pair of walking or climbing shoes.
- Take your time. You are not trying to win a gold medal. Well I don't think you are.
- Wear sunscreen and lots of it. There are more and more people developing skin cancer and you don't want to be one of them.
- Watch for bees and snakes if you are in the desert areas walking.
- Make sure you cool down after exercising.
- Use common sense and if it doesn't feel right turn around and head home.

Swimming. What can be a better way to cool down than by jumping in the swimming pool, lake or the river? But, wait a minute. Let's think this one out.

- Can you swim? Yes, can you swim? How many times do we see on the news someone jumped in a pool, river or lake and darn they couldn't swim and they drowned.
- Are your children with you? Do not take your eyes off the children for a second. How many times do we hear, "I only took my eyes off the children for a couple of seconds"? These children drowned and now are being placed in an ambulance heading for a hospital. Imagine having to live with that the rest of your life.
- Sunscreen, hats, plenty of water and common sense will be the most important things you will need.

Remember; be safe as you have a responsibility to yourself. I want to see all of you back at Marc Center safe and sound.



ANNUAL SCREENINGS

Listen up women we need to ensure we all have our annual screenings. If you are like me, it's just about time as my year is coming to an end soon.

- Mammogram: Starting at age 40 unless there are issues

- Pap smears.
- Blood pressure checks: always keep an eye on your blood pressure; high blood pressure can alert you to a serious issue that may be developing.
- Cholesterol checks: more of us are experiencing high cholesterol due to a variety of bad habits.
- Keep an eye on your weight: especially a dramatic increase or decrease in your weight.
- Colonoscopy: Starting at age 50, sooner if at a high risk so talk openly with your doctor.
- Bone density screening: as we age are bones start losing their density, causing bones to fracture and/or break. Once again, talk with your doctor.
- Check yourself for skin cancer if you have a mole or spot that looks different ask you doctor.

Well men you are not forgotten when it comes to annual screenings, and yes I hear you groaning out there, but you are not exempt.

- Blood pressure: high blood pressure can be a sign of problems looming ahead.
- Cholesterol checks: High cholesterol is not healthy so get it checked.
- Watch your weight: as all of us grow older it is not easy to keep the weight off. So be careful. Muffin bellies are not appealing whether you are male or female.
- Colonoscopy: Starting at age 50 unless your experiencing problems. (the women say it doesn't hurt).
- Prostate check: Prostate cancer is on the rise so be safe and have this important test done. Now ,come on. If women can have mammograms and pap smears, all of you men out there can "bite the bullet" too.

When we were younger do you remember going to the doctor at the beginning of the school year to get your shots? Mom always said they didn't hurt, but when you looked at the doctor approaching you with a foot long needle you knew Mom was not quite honest in this area. Well adults are being told they need immunizations so here they are:

- Flu shots every year.
- Tetanus and diphtheria shot every ten years. If you have been employed with Marc Center for many years HR should have a copy when you received your last tetanus.
- Shingle vaccination if you are over sixty. People, shingles hurt and you sure don't want them. Younger people are also now experiencing shingles.

Take care of yourself. A lot people care about you.

Until next month.

Remember Only You Can Control Your Health

From the Desk of Kay Moore

The Niche – I may have discovered it!

Marketing edge is a topic many supervisors, directors, support coordinators and the executive management team discuss often at Marc Center. Even though we are a nonprofit organization that receives the bulk of our referrals from a vendor call funding source, our business is competitive. Our fellow agencies are our competitors and will seek to take away our high quality dedicated staff, those we serve or to gain all the new referrals that come from our vendor calls.

Market niche is another way of saying marketing edge. Market niche refers to providing a service better than what our mainstream competition provides. Randy Gray is always asking employees “what is Marc Center’s edge?” Or he asks, “what is your program’s niche?” “What makes Marc Center different than other providers?” “Why would people want to work here?” Well, I believe I have found Marc Center’s market edge and niche.

During the CARF survey I overheard the survey team often say that Marc Center is a very large, complex corporation, yet it feels like a small family-type provider of services. During the first day of the CARF survey, I experienced a very serious personal family crisis. In the midst of a very stressful survey process I quickly realized I needed help and several of my most trusted and closest friends were out of town. I turned to my Marc Center friends and fellow employees for help. What an overwhelming response I received. A huge SHOUT OUT! goes to Mark Tompert, Brian Dodge, Marco, Lee, Jesse and Holly Collins who immediately moved in to help me any way they could. I could not have accomplished all the tasks I needed done quickly and discreetly without their help. Large corporations do not behave this way. I know because I was CEO of a large corporation and I would not have had this type of response from that corporate machine. Marc Center’s competitive edge and its niche is, and will continue to be, that we operate like a large extended family, willing to set aside our tasks to aid someone in crisis. We take care of each other and help each other any way we can. That’s our competitive edge – that’s what makes us different from our competition.

May Anniversaries

21 Years	Kimberly Brown	Kerry Mitchell
21 Years	Brett Richey	Collenzo Meyer
20 Years	Emily Cottle	Lynnette Seeger
13 Years	Michael Gates	Jessie Waite
10 Years	Marcia Gray	Beniah Wheeler
9 Years	Gwyneth Cowger	1 Year Donna Colvin
	Valarie Munoz	Robert Dorothy
7 Years	Amber Towns	Alyssa Eich
	Paul Ware	Daniel Garner
6 Years	Susan Burns	Todd Godomski
5 Years	Elisabeth Akowo	Katherine Gutierrez
3 Years	Marilyn Heckman	Pauline Martinez
	Mary Ledezma	Tiffany McCarty
	Roy Prieto	Colleen Shannon
	Karen Wulfekuhle	Mabel Tobah-Crockett
4 Years	Michael Hughes	Tabitha Wyckoff
2 Years	Lonnie Halls	
	Marcelo Hernandez	
	Sylvia Kittey	

May New Hires

BHS	Michele Arnone	CDS	Alicia Donnat
	Jacqueline Brinkley		Wanda Merrill
	Paulette Bryant		Sharmon Norris
	Elaine Cummings	CLS	Richardson Donnat
	Chassica Flakes		Karie Miller
	Selie Forkpa	CSS	Nedd Anderson
	Conrad Galabe		Katherine Heal
	Elynn Gatundu		Aurora Hess
	Donnetta Gillespie		Jennica Lippold
	David Gorman		Nathan Lewis
	Michelle Gullo		Noel Petersen
	Melanie Halona		Kimberly Townsend
	Katherine Hathcock		Tracy Worthington
	Mona Hendricks	ERS	Tracee Dukes
	Aubrey Luma	ProMarc	Glenda Scott
	M Alejandra Ruiz-Vasquez		
	Misty Turner		

Weight Loss Support Group

It was another successful month for the CDS-sponsored weight loss support group. During the month of May, the 12 members combined to drop an impressive 55 pounds.

This group has been going strong since the beginning of 2010 and is moving quickly toward living healthier lives. Unfortunately, thanks to the quick hands of a CDS consumer, the weight-loss records for the employees in the group have been destroyed so I can't give you the total number of pounds lost since the start of the program.

Any Marc Center employee who would like to lose some weight and could use a little camaraderie and motivation can join. Simply contact Marilyn at marilyn.heckman@marccenter.com or call 480-969-3800 ext. 102.

It is never too late to start on a healthier you.



For Sale



VO Venture single water ski - Original price was \$500, asking \$100. Contact Nancy Thomas at 480-694-0703.



Corelle dishes (set of 8) - Calloway pattern with extras. \$50 for the set. Contact Nancy Thomas at 480-694-0703.

Available ProMarc Rental Properties

HOT SHEET

WEEK OF 5/22/11 through 5/28/11



	<u>Square feet</u>	<u>Available</u>	<u>Rent</u>
<u>756 S. MESA DR., MESA, 85210 PROPERTIES (1) AVAILABLE UNIT</u>			
2BD/1 BA	850	3/18/2011	\$500.00
<u>418 S. HALL, MESA, 85204 PROPERTIES (1) AVAILABLE UNIT</u>			
2BD/1 BA	860	3/1/2011	\$595.00
<u>421 S. WILLIAMS, MESA, 85204 PROPERTIES (1) AVAILABLE UNIT</u>			
2BD/1 BA	860	4/1/11	\$595.00
<u>303 S. DORAN MESA, 85204 PROPERTIES (4) AVAILABLE UNIT INCOME LIMITS - \$23,000 TO \$32,000 (HUD) IMPACTED AREA</u>			
2BD/ 1BA	800	3/21/2011	\$655.00 Utilities included
<u>8800 N. 107TH AVE, PEORIA, 85345 PROPERTIES (1) AVAILABLE CONDO</u>			
	950	4/1/2011	\$825.00