



8th—Mardi Gras

17th—St. Patrick's Day

27—N.A.M.I. Walk

National Developmental Disabilities Awareness Month

Brain Injury Awareness Month

American Red Cross Month

National Nutrition Month

Optimism Month

Bell Peppers and Broccoli Month

International Mirth Month

Randy's Note



Spring is just around the corner. And along with the coming of spring, there are feelings of renewal, rejuvenation and hope. Those feelings have found their way to Marc Center's employees. Staff from all departments have stepped up to the plate and have come up with some creative ideas to share those feelings with others. Examples of this can be found within this

newsletter. For instance, CDS staff members at Freestone are bringing health and wellness to their consumers through an exercise program. The staff at CC's Place volunteered their time serving those in the community who are less fortunate. BHS has opened the doors of a new group home that will house a very complex group of individuals. TecMarc Technical Training Institute has rolled out some exciting new classes and services. And, once again, Marc Center will be represented by many employees, consumers, friends and family members in the N.A.M.I. Walk for 2011. Let's keep the ball rolling to come up with additional approaches to improve the quality of services we provide.

CARF Update: Marc Center has received confirmation from CARF, the largest national accrediting body, that our survey is scheduled for May 4, 5 and 6 of this year. We are anticipating our 14th consecutive 3-year accreditation award – the highest level of accreditation an organization can receive. In addition, all of our programs continue to meet the licensing requirements set forth by the State of Arizona at the highest level of certification.

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ProMarc Hot Sheet

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

CDS

FREESTONE

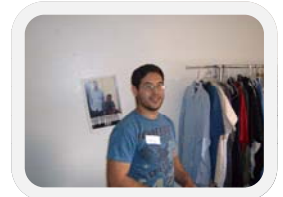


As part of Marc Center's move toward wellness, the gang out at Freestone has begun an exercise program for their consumers. Activities include basketball, walking, stretching and Frisbee throwing. Staff and consumers alike enjoy getting out and enjoying the fresh air and while at the same time, improving their overall physical condition.

CC's PLACE

The staff from CC's Place volunteered on Saturday, February 19th at Welcome to America Volunteer Day where they met and served over 70 refugees from around the world. It was a happy, yet humbling experience and the staff realized that we all take a lot for granted being an American citizen.

In the pictures at right, you will notice the clothing racks that are stored inside a little two bedroom apartment. When these refugees arrive in America they have nothing but the clothes on their back. They do not have food, furniture or any of the basic necessities. These refugees were taken out of their countries in the middle of the night and were given one chance to escape the danger they faced that could soon end up being death for them. There could be several people in their families, but maybe the mother and the children are chosen and taken to safety, and the father and grandmother would be left behind. These refugees lose contact with their family members. We helped distribute clothes, socks, tooth brushes, underwear, and shoes to name a few. We were bombarded at times with trying to keep up with stocking the areas, guarding entry ways and timing the refugees as they came in and out of the apartment. People would crowd the doors and stare into the windows and smile at us because they were eager to get inside. They acted if these used items were brand new and like gold. They smiled, nodded and said thank you a lot. Some of the refugees wanted the staff clothing and shoes off their backs. A lot of their children were not wearing shoes when they came in.



Hi to all the wonderful Marc Center volunteers,

I just want to thank you again for all the help you gave me and WTAP on Saturday. It was surely a very busy and successful morning, and I couldn't have done it without each of you. We depend on volunteer support and energy to do what we can for the refugees and you gave generously of both. If any of you have suggestions on how to improve our Clothes Closet, I hope you will feel free to let me know. That's how we improve. And should you care to volunteer again, as a group or an individual, you can go to the website www.wtap.org, click on the volunteer opportunities and sign up. I'd love to work with each of you again.

*Thanks so much,
Sue Koesser,
Lead Volunteer, The Welcome to America Project*

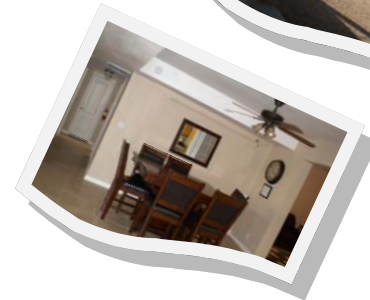
Thank you

MILLET OPENS ITS DOORS



"On 1/28/11, Behavioral Health Community Living Services opened the doors of a new residential site named Millet. The smell of authentic Mexican food greeted staff from various departments who had come to look at the location and layout of the home. Located in southern Mesa, off Broadway and Solomon, this four bedroom home will house individuals with polydipsia, a condition in which a person has excessive thirst and fluid intake. It is very spacious with modern, comfortable furnishings and a huge back yard. From the outside welcome mat to the moment you walk in the door, there is a welcoming atmosphere. In the living room there is a sign overhead that reads "Home is where your story begins". The walls of the individual rooms have been left blank so that residents can decorate and personalize their room however they choose. There is an excellent team of experienced staff looking forward to making this new endeavor a success. Thank you to everyone that attended, it was a great time for all!"

~Tammy Ricks



CONSUMER SAYS "THANKS"

"I would like to give thanks to Kelly Finn and Stacy Eggsware from Marc Center for all their hard work while working with me. Kelly is one of my most favorite counselors in my life. Kelly is also one of my most favorite counselors to work with in individual and group therapy. Kelly and Stacy are both wonderful, patient to work with in individual and group therapy. Stacy is also one of my favorite counselors to work with in group. Kelly and Stacy are both a huge support in my life"

~ Anonymous consumer

"Sometimes You're the Engine...Sometimes You're the Caboose..."

Have you ever had one of those days when you start off with everything you do, say or touch is right on the mark? Then, just when you are feeling you've made great strides and accomplished great things, the bottom falls out?

Great Accomplishment – My staff work with a consumer in her mid-80s who has frequent episodes that present like a seizure. She lives with her adult daughter and son-in-law. When an episode happens, staff puts her in a recovery position on the floor and monitors her until emergency responders arrive to transport her to the hospital. The family follows. When this last episode occurred, the daughter had also received devastating family news. Her plate was overloaded; she just couldn't keep it together. So what did my staff do? She went to the hospital with the daughter and advocate on behalf of the consumer and her family...when she was off the clock! This is the kind of care-giving staff Marc Center employs.

Small World – I was visiting with a consumer recently who hasn't been able to get out of her home to get her haircut. She and I both like short, easy to manage hair; five minutes or less and out the door. I asked if she wanted me to contact my hair stylist about coming to her home. As she and I talked about where her stylist was located and where mine was located, I got my stylist on the phone and explained the situation. Then wham! We had an OMG moment! My hair stylist was my consumer's hair stylist! Who would have known?

Sometimes You're the Caboose – A great day. PV Rotary Club luncheon meeting, visit with consumer, pick up donated items for the PV Rotary fundraiser, promoted fundraiser on Weekend Spotlight with Key Byers, PR Rotary Fundraising Committee meeting. It's happening...all is falling in place. Brakes!?!?! I went to pay my bill at the restaurant and, bang, I couldn't find my wallet. Back and forth to the Jeep, tracing my steps, looking in my briefcase. Then locked my keys in the Jeep. Called my neighbor who brought my spare key to me, found my wallet under my chair, loaded the Jeep with more donated items for the fund raiser and then, upon arriving home at dark, dropped the Jeep key again. Searched and found it. I ended my day as the "Caboose".

May your days end as the "Engine" and not as the "Caboose"...

~ Dora Carter, CSSPC/Yavapai County

HUMAN RESOURCES

TRIP REDUCTION PROGRAM WINNERS



ADALESA MEEK of BHS won \$30 in the January TRP drawing.

Not pictured is **DARLA RISLAND** of CLS, who won the Six-Month New to AMU winner. Darla collected four Harkins movie tickets.



Marc Center employees from various departments join in the fun.



JOYCE RANDOLPH (right) of the Accounting Department), was the Six-Month TRP winner. Joyce received four Harkins movie tickets.

If you carpool, bike, ride the bus, work a compressed work week or telecommute, you are eligible for the Trip Reduction Program. Simply fill out the TRP Contest form and return it to Janelle at the Front Desk at the 924 campus. A new form needs to be filled out each month that you are eligible.

Spot Awards



Tiffany Bushman (right) of CSS receives a Spot Award from an individual who she serves.



Sarah Carroll of CSS (left) and her daughter.



Carol Nez (left) of CLS is handed a Spot Award from Sheila Davis.

Safe Driver Award

"EVERY PERSON IN THIS LIFE HAS SOMETHING TO TEACH ME. AND AS SOON AS I ACCEPT THAT, I OPEN MYSELF TO TRULY LISTENING."
~CATHERINE DOUCETTE



Safe driver for Jan., 2011 is Yancy Julian of CLS.

NEVER DOUBT THAT A SMALL GROUP OF COMMITTED PEOPLE CAN CHANGE THE WORLD. INDEED, IT IS THE ONLY THING THAT EVER HAS."
~ MARGARET MEAD

Employee Recognition



(From left) Kathy Ponders (CLS), Kathi Schad (CLS—5 years).



(From left) Donna Crews (AFD), Gwyneth Cowger (AFD - 10 years), Carol McCullough (CSS -15 years).



(Left) Michael Clemons (CLS -20 years), President & CEO Randy Gray (35 years).



(From left) Angela Marshall (CSS—15), Tammy Ricks (BHS), David Noe (CLS—5 years), Donna Suarez (BHS—5 years), Steve Hilger (BHS), Sara Calvert (BHS—5 years), Michelle Harrington (BHS)

We all have busy lives and we don't take time to think about ourselves. At work we are continually giving ourselves to the individuals we serve; at home we give of ourselves to family and some of us are taking care of aging loved ones. Where do we find time for ourselves?

The month of February was Healthy Heart month and we need to take stock of where we are and where we are going with regard to staying heart healthy. Let's take a look at blood pressure. High blood pressure is still the nation's number one cause of death. When was the last time you took your blood pressure? Do you know your blood pressure number? Your blood pressure should be at 120/80 or under for adults.

Heart disease is an equal opportunity killer. It takes the lives of about 315,000 men and as many women each year. Men will suffer as many as 9 out of 10 sudden cardiac events.

When it comes to heart disease, you must look at other factors that may be affecting your body. Cholesterol level is one important factor. Less than 200 mg/dl is desirable. Less than 100 mg/dl is an optimal level of LDL (bad) cholesterol. 40 mg/dl is a desirable level of HDL (good) cholesterol and women should be at least 50 mg/dl. 150 mg/dl is a desirable level of triglycerides. This blood fat, like LDL, can make your arteries harden and narrow.

Resting heart rate—do you know your number? Your resting heart rate should be under 90 beats per minute anything over doubles your risk.

The inches around your waist should be less than 35 inches for women and less than 40 inches for men. Too much fat around the

hips ups your risk for heart disease.

Let's measure our waist. Oh come on, no one is going to see you do this. Get out the tape measure, place it around your midsection, just above your hips, and breathe out, yes out, no fair holding your breath, okay what's your number?

Smoking, stop and/or don't start, your risk of heart disease, even with second-hand smoke increases significantly.

During the month of March LaRue, Marc Center's Industrial Nurse, will be available to check employee's blood pressure. She will answer your questions, give advice on controlling your blood pressure and guide you to a "healthier you". All of your information will be protected, staying between you and LaRue. Call Cindy at 212 or e-mail her for LaRue's availability. LaRue will be at the 924 site and at Extension/Guadalupe the first week of March. If your site is interested, please let Cindy know and she will schedule LaRue to visit your site. We are fortunate to have someone like LaRue who cares about every single one of us at Marc Center.

LaRue will also be developing nutrition classes and provide support on how to plan a menu and eat healthier. She will be available for staff meetings and one-on-one consultations. With her guidance, we may be able to assist not only ourselves, but also our consumer, to make healthier choices.

Remember only you can control your health.

DRIVING WITH A CLUE

By Richard Broch

Where are the cookies? I know they have to be around here someplace.

CLS? CDS? ERS? BHS? SUPPORT? How about IT in their cozy little place down in the bat cave?

Don't be coy with me. I've got it all figured out; took a while, though.

For years, while driving to work in the mornings, I've been racking my brain trying to ascertain why people drive the way they do. Most of them are probably heading for their place of employment at that time of day. It's like being on a NASCAR track.

Take the freeway. It's like one straight, elongated lap. Bumper to bumper, with some clowns still trying to drive 65mph. And there's lane-changing going on, like partners changing at an E-Harmony website dance – fast and furious.

Then there's the surface streets, sidewalks, speeding, red light and red stop sign running (did you know stop signs are red?), not to mention tail-gating.

Why do folks drive like this on their way to work? Over sleeping? Surely not every day (surely not?)

Maybe it's because they love their job, and can't wait to get there...Nah.

I've considered all possibilities and have come to the conclusion that work places put out free platters of cookies every morning – first come, first served. You snooze, or drive slow, no sweet dough. Early bird takes the cake, or in this case, cookies.

I'm going to keep looking (hope there's a batch of peanut butter).

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.

LISA KELLY

SCOTT CHAMBERLAIN

DONNA WELLS

"Such caring staff that go above and beyond, working hard each day to strive for Marc Center's Mission. Thank you so much for all you do at the Nassau group home. You made the guys very happy and content with cool outings, parties and fun things you do for them. You are so appreciated by all of us. I am so proud of all of you and thank you, thank you."

~ Teresa Laferty

ELIUD WANGUSI

TINO MACIAS

PRISCILLA TERAN

JADE CHEN

LINDA VIAMILLE

"A HUGE THANK YOU!!! You guys have been so kind and patient with me while my car has been out of commission. Thanks for all the to and from work. I owe you my job! In the future, I hope I can repay the favor."

~ Suney Hill

KATHY FOWLER

"For taking me home. It's a nice thing she does for me. She asks nothing in return and is a very helpful and very nice person with a good heart."

~ Burnice Duran

KATHY FOWLER

"For filling in when we were short on staff. Thank you for the initiative."

~ Charmaine Ewers

TRACY HILLIKER

"For learning the van run and being a good listener.."

~ Charmaine Ewers

LINDA VIAMILLE

"CONGRATULATIONS for receiving the Supervisor of the Year award. And THANKS for being worthy of the honor. 26th Street group home has been lucky to have you. I appreciate you for all you've done in making 26th Street truly a warm home!"

~ Suney Hill

PATRICIA BARNES

"A YO GIRRRRL just because you ROCK!! Thanks for making working on the weekends great! Who knew housework could be so much fun? You're awesome!"

~ Suney Hill

PATRICIA BARNES

LINDA VIAMILLE

"HAPPY BIRTHDAY TO YOU
HAPPY BIRTHDAY TO YOU
HAPPY BIRTHDAY DEEAAR LAADIES...
HAPPY BIRTHDAY TOOO YOOOUUU!!!!!"

~ Suney Hill

DARLA RISLAND

"For her initiative when she offers to help whenever needed."

~ Charmaine Ewers

MAINTENANCE BOB

"For being a wonderful human being and part of Marc Center."

~ Fran Foglesong

ALICE WILLIAMS

"For being kind and sharing her great ideas for Freestone CDS."

~ Charmaine Ewers

SAVANNAH TYSON

"For giving me rides home. She does not have to, but does it out of the kindness of her heart. Big thanks!"

~ Burnice Duran

CC'S PLACE STAFF

"For always being there when they are needed."

~ Josefina Mariscal

NKKI KOESSER

"For going above and beyond to make everybody's day better."

~ Josefina Mariscal

ROY PRIETO

"For doing such a wonderful job of filling in for Josie Soto while she was out. He stayed on top of all his tasks."

~ Josefina Mariscal and Josie Soto

RICARDO AVILA

"For giving me rides home. Thank you. It's a nice thing he has done for me."

~ Burnice Duran

CHARMAINE EWERS

"For taking me and asking for nothing in return. Thank you very much."

~ Burnice Duran

ALICE WILLIAMS

"For taking me home."

~ Burnice Duran

**CLS, CDS and BHS
DIRECT CARE STAFF**

"For your hard work and big hearts."

~ Fran Foglesong

TIZZIE SAXON

MONIQUE EKRISSIN

ANGEL BELTRAN

JEAN VASQUEZ

"For all your help at Freestone CDS. I really appreciate all of you. Thank you."

~ Charmaine Ewers

Shout Outs!

RICARDO AVILA

"For decorating classroom #1. It looks nice. Thank you."

~ Charmaine Ewers

BURNICE DURAN

"For filling in when we were short on staff. Thank you for your initiative."

~ Charmaine Ewers

EMILY COTTLE

"For referring Rene to the TecMarc Technical Training Institute for the SharePoint class. Thank you, Emily!"

~ IT Department

FRAN FOGLESONG

"For referring Katherine to the TecMarc Technical Training Institute for the Share-Point class. Thank you Fran!"

~ IT Department

ALEXIS AGUIRRE

"For referring Dionna to the TecMarc Technical Training Institute for the Share-Point class. Thank you, Alexis!"

~ IT Department

BURNICE DURAN

"For listening in a staff meeting, applying what was shared and then empowering an individual so he could create a bracelet, which he then proudly showed to everyone he saw. We are so proud of you, Burnice."

~ Alice Williams and Tracy Hilliker

LYNNETTE SEEGER

"For being so thoughtful. It takes a "special lady" to come up with such good ideas for our consumers. You do such a wonderful job. Thank you."

~ Wendee Ray

BHCLS STAFF

"To all of my team members at Sailors, Marble, Quartz, And Millet for their diligence, hard work . I think that this group of people is outstanding and I want to thank them for all that they do. To the team at Millet just want to say you guys are off to a great start and welcome aboard.

Now another shout out goes to my fellow coordinators for all the hard work and effort that they put in to doing a great job, and to the housing managers for all of their support as we try to do a good job, and last but not least to Steve our director for being a great team leader. Actually, lets just cover everyone that makes our BHS Team because if not for all their hard work and dedication to what we do and keeping our standards above the rest! Thanks to All, you guys are great.

~ Donna Suarez

CCs PLACE STAFF

"For doing a great job with their individuals and keeping up their paperwork!"

~ Josie Soto

DAPHNE LOTHLEN

JOSIE SOTO

"For beng the best supervisors!"

~ Josie M.

MARY ANN HARWOOD

"Mary Ann really stepped up to help the Hope Network when we had 14 new intakes to complete in a short time frame. We couldn't have done it without here."

~ Gary Lenzo

RICARDO AVILA

"For starting a recycling program at Freestone, empowering our individuals with knowledge and involving them in a community service."

~ Alice Williams and Tracy Hilliker

KELLY FINN

STACY EGGSWARE

"For all their hard work while working with me. Kelly is one of my most favorite counselors in my entire life. Kelly is also one of my most favorite counselors to work with in individual and group therapy. Kelly and Stacy are both wonderful. They are patient when working with an individual and group therapy. Stacy is also one of my favorite counselors to work with in group. Kelly and Stacy are both a huge support in my life."

~ Anonymous consumer

LaRUE LEPETICH

Marc Center's Industrial Nurse

"For always supporting the employees and their needs."

~ Fran Foglesong

TERESA LAFERTY

"For referring Elaine to the TecMarc Technical Training Institute for the Share-Point class. Thank you, Teresa!"

~ IT Department

ROY PRIETO

"For always having a helping hand available to help whenever we need him!"

~ Josie M.

JOSIE SOTO

"For being a strong person after what she has been through the last couple of weeks. I truly respect, admire and look up to her. She is a great person, boss and friend. It is an honor to work with such a wonderful person."

~ Roy Prieto #23

WENDEE RAY

"For her excellent helpful direction she gives me every day and for her patience."

~ David Aldrich

TECMARC TECHNICAL TRAINING INSTITUTE

HOME COMPUTER SERVICES

Computer problems at home? Not sure what technological thingamajig you need to help do that thing you're trying to do? Your IT department is much more than a voice on the other end of the phone helping you reset your password. We also offer complete services for your home technology needs at a discounted employee rate. Examples of services include up-

grading software, speeding up a slow machine, data recovery, virus/malware removal and more! Contact james.plotnik@marccenter.com for information.



SAVE THE DATE

The next TecMarc Non-profit Forum will be held on March 31st at the TecMarc Technical Training Institute. Join us and learn about HIPAA, client data and privacy, as well as grant writing. Email james.plotnik@marccenter.com to reserve your spot today and stay tuned for more information.

February Employee Anniversaries

35 Years	Randy Gray	4 Years	Tawna Pposegate
20 Years	Michael Clemons		Tizzie Saxon
18 Years	Theresa Triplett		Donna Berkseth
15 Years	Angela Marshall		Marlene Thomas
14 Years	Lisa Calhoun		Delorce Hendrix
	Linda Minniear	3 Years	Ana Taufa
13 Years	Carmen Hernandez		Angela Pierson
12 Years	Nathan Hazlett		Flor Valenzuela
11 Years	Tycene Thornton	2 Years	Rebekah Tompert
9 Years	Mariann Wheller		Sherrl Kartchner
	Norm Duve		LaTisha Williams
7 Years	Jeannine Weindorf		Gibson Darko
	Catherine Walls		Omar Mayen
	Eliud Wangusi		Karla Juarez
6 Years	Ernest Balcon	1 Year	Lynn Vrooman
	Rhonda Ganiyu		Caleb Cromm
	Patricia Obar		Patricia Langevin
	Pamela Sperling		Beverly Carter
5 Years	Sara Calvert		Derek Finlayson
	Stacy Eggsware		Ellen McDow
	Donna Suarez		Byron Watson
			Hmeidi Awwad
			Amanda Greek

February New Hires

BHS	Susan Cooper
	Jamia Dabney
	Virginia Gatundu
	Angela Hill
	Micah Levitt
	Eloise Merritt
CDS	Rupert Gammage
	Laura Vaughn
CLS	Daniel Bonassin
	Ana Crittenden
	Silas Ikechukwu
	Fatima Masmoudy
ERS	Phyllis Sprague
	Sylvia York
HCBS	Priscilla Cool
	Richard Hamblin
	Marilyn Slaughter
ProMarc	Kimberly Hansen
	Bernadette Shalberg

CDS Wish List

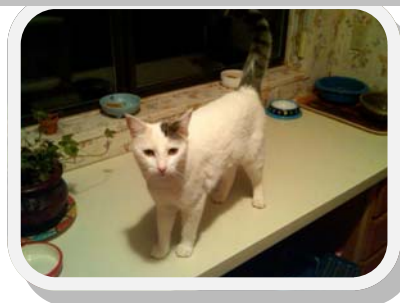
The CDS program is in need of adult-sized, fold-up wheelchairs that have seatbelts attached to them and is also looking for a stationary bike. If you can help them out with these items, please email Marilyn Heckman at marilyn.heckman@marccenter.com or call her at 480-969-3800 ext. 102.



CLASSIFIED ADS

ADOPTABLE

“Betty” is looking for a good home. This adorable female short-haired cat is about 1 ½ years old, is spayed, and is up to date with all her shots. She loves to cuddle and gets along well with cats and dogs. If you are interested in providing Betty a home, or if you just want more information, contact Juniper Holmes at 480-969-3800 ext. 219 or send an email to juniper.holmes@marccenter.com.



Available ProMarc Rental Properties

HOT SHEET

WEEK OF 3/6/11 through 3/12/11



756 S. MESA, 85210 PROPERTIES (1) AVAILABLE UNIT

	<u>Square feet</u>	<u>Available</u>	<u>Rent</u>
2BD/1 BA	850	3/18/2011	\$500.00

418 S. HALL, MESA, 85204 PROPERTIES (1) AVAILABLE UNIT

2BD/1 BA	860	3/1/2011	\$595.00
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421 S. WILLIAMS, MESA, 85204 PROPERTIES (1) AVAILABLE UNIT

1BD/ 1 BA	700	3/1/2011	\$423.96
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2240 E. BROADWAY, MESA, 85204 PROPERTIES (1) AVAILABLE UNIT

2BD/ 1½ BA	800	10/8/2010	\$600.00
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2242 E. BROADWAY, MESA, 85204 PROPERTIES (1) AVAILABLE UNIT

2BD/ 1½ BA	800	10/8/2010	\$600.00
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8800 N. 107TH AVE., PEORIA, 85345 PROPERTIES (1) AVAILABLE CONDO

	950	2/1/2011	\$825.00
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