Dec. 1997 / Jan. 1998 • Volume 7, Number 1

News Connection

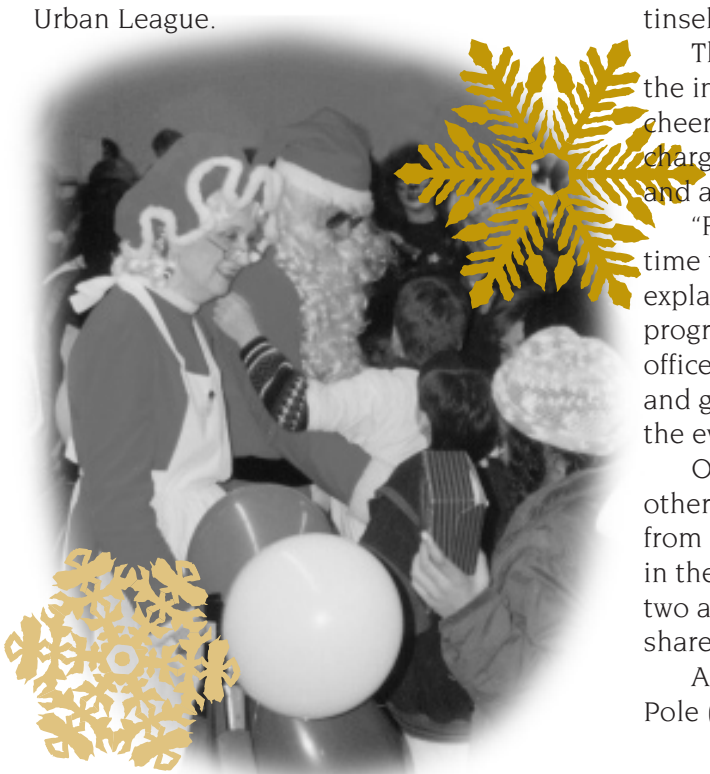
A monthly newsletter for DSHS staff and friends

Fantasy Flight III: It was a flight like no other

It was a crisp evening as the cold winds blew through the Columbia River with holiday fever in the air. And Santa was as near as United Fantasy Flight 9417 to the North Pole for 28 children from the Division of Children and Family Services in the Vancouver office.

After a short bus ride across the Columbia River to Portland International Airport, the legally-free children joined other children from the Portland area in a very special event hosted by United Airlines.

For the third year the employees of United contributed their own time to give a very special evening for the Washington DCFS children and Oregon children from Services to Families and Children, the Special Olympics, Make A Wish Foundation, and Portland Urban League.



About 90 excited children ages six to 14 came to the airport full of anticipation of a night with Santa. United Airlines provided the use of a Boeing 757 complete with a complement of pilot, co-pilot, and flight crew of 21, all volunteering their day off to give the children a very special ride to the North Pole.

"I consider it a privilege (to pilot this flight)," said Pilot Toni Passannante. He was joined by co-pilot Don Krump, adorned with tiger face paint, who said, "It is so much fun to see the smiles on the children's faces!"

"Are we *really* going to the North Pole?" asked J.R.

"Well, nearby," explained Santa's "helper."

It's indeed a rare sight to see the interior cabin of the mighty Boeing 757 bedecked with tinsel and reindeer and elves.

The children boarded. The pilot asked over the intercom, "Are you ready?" And a mighty cheer rang out. The engine roared as the plane charged down the runway, front wheels lifting and a squeal pealed through the cabin.

"For many of these children this is the first time they have ever been on an airplane," explained Peggy Hays, community resources program manager with the Vancouver DCFS office. She worked closely with social workers and guardians to get the children lined up for the event.

Once airborne, it was truly a "flight like no other" as an attendant said. Children streamed from the back of the plane up to visit the pilots in the cockpit. Christmas carols were sung and two athletes from previous Olympic Games shared their stories with the children.

As the half-hour flight neared the North Pole (actually a decorated terminal look-alike

back at Portland Airport) the children squealed and clapped as the pilot made a smooth landing. The plane full of excited children was escorted down the runway by Santa waving atop an airport fire truck.

Disembarking from the plane, they were greeted by Santa and Mrs. Claus and more fun with face painting, root beer floats, individual turns on Santa's lap, a photo, and gifts chosen especially for them and donated by United employees.

It was a very special night for a group of very special children whose lives are not always filled with such gaiety.

Riding the bus back to Vancouver one worn-out child shared, "I made a wish to Santa. I wished for a home."

Inside

Reaching out to homeless children 2

Recognizing our colleagues ... 2

Quality in Health and Rehabilitation 3

Documentary focuses on foster children 4

City of Renton supports WorkFirst with commitment to hire clients

The City of Renton recently took the unique position of adopting a resolution in support of WorkFirst. The City Council expressed their commitment to work closely with DSHS and Employment Security to make WorkFirst successful in the Renton community.

"The city sees its role as being a liaison between the business community, the city, and the WorkFirst program," said Karen Marshall, manager of Renton Human Services Division.

As DSHS and the Employment Security Department partner to connect WorkFirst participants with jobs, the city also plans to serve as a role model for employers in the community by hiring clients.

"We are looking at our hiring practices and seeing how they can be changed to better serve this clientele," said Marshall. "This may include providing training."

Marshall is working closely with Sharon Anderson, Renton Community Services Office administrator, and Jim Roland, Renton Job Services Center administrator.

The Renton CSO was only recently cre-

(Continued on page 5)

The News Connection
DSHS Communications
PO Box 45110
Olympia, WA 98504-5110

BULK RATE
U.S. POSTAGE PAID
Olympia, Washington
Permit 297

Secretary's corner

by Lyle Quasim

This has been an extremely difficult and productive year for the employees and clients of DSHS.

In January we began to work under the new administration of Gov. Gary Locke. I was quite pleased with his decision to reappoint me as secretary of DSHS.

We immediately embarked upon the Legislative Session where we had to develop a two-year budget, defend against the breakup of DSHS, and work on key legislation affecting welfare reform and juvenile justice.

The Division of Developmental Disabilities has put together a landmark group of constituents to chart a new course for the future of developmental disabilities. And we have aggressively pursued through Medical Assistance Administration long-term procurement for Medicaid.

We have sustained a national leadership position for the care and treatment of the elderly and people with mental illness.

Children's Administration is adding new staff as we focus on ensuring the health and safety of some of the most vulnerable residents of the state of Washington.

In August the Governor's office kicked off the state's new WorkFirst program, which replaced our welfare program. And, we engaged in supplemental budget deliberations that would enhance services to people with developmental disabilities and the elderly.

We have also successfully sought to improve the quality of our services and processes and make our regulations simple and appropriate.

Together we have all been very busy sustaining the positive role of DSHS on the tax-paying public, the government that represents us and the clients that you serve with such dedication.

There appears to be no letup in sight for 1998. So buckle up and let's get ready for another year of challenges and opportunities.

P.S. I *don't plan to retire any time soon. Any plans you may have heard that I plan to retire in 1998 are not true!*

Lyle Quasim

Reaching out to homeless children

Have you ever struggled to manage children while standing in line or sitting in a waiting room for several hours? Imagine having to walk everywhere you go dragging all of your possessions in a wagon or shopping cart, with a toddler at your side or an infant on your back. Imagine doing this day after day, in all types of weather, in an effort to find food and shelter. Imagine being a child in this situation.

Now imagine this child is in a licensed child care home or center, and the relief parents experience knowing their child is safe and having fun while they look for housing and employment, or keep the myriad of appointments necessary to stabilize their lives.

The Homeless Child Care Program was created by the state Legislature in 1991 and is administered by the Office of Child Care Policy. Homeless families are eligible to have the cost of child care covered while they seek housing, secure food, go to medical and social service appointments, job training classes - whatever it takes - to establish a permanent home.

Twenty-four agencies are contracted to implement the program in 39 counties. The program offers assistance through four types of child care and also can pay for the child's transportation to and from the care facility:

- Regular child care: developmentally appropriate and culturally relevant care in a licensed child care center or child care home.
- Respite child care: part-time drop-in care for up to three hours per day.
- Specialized child care: including crisis nursery services that offer a therapeutic level of services.
- In-home and relative child care: care and supervision of a child by a relative (in the relative's home or the child's home) or by an unrelated person (in the child's home).

Children are usually referred to the contract agency from local shelters. Posters and brochures have been developed to reach out to families living in cars, campgrounds, or on the street to make them aware of this free service and to allay their fears of state intervention.

"The success of this program is the result of tremendous collaboration between service agencies that are concerned with this population," said Denise Halloran, program manager with OCCP in Olympia. "Through these efforts over 4,000 children were served in 1996 and the number will be higher in 1997."

Though their lives may get hectic, children at the Share Care Center in Wenatchee enjoy time spent with head teacher Connie William. Sharing in the moment are (left to right) Liliana Rosas, Mitchell Figueroa, and his sister Jessica.

Most Homeless Child Care is provided in existing child care centers and family homes. A unique program in Wenatchee actually brings licensed child care to homeless families. The Share Care Center, just for homeless children, is located within the Bruce Hotel, a transitional housing facility operated by the Women's Resource Center. Residents are homeless men, women and families who stay anywhere from 60 days to 24 months.

"The child care center is the heart of our program," said Nancy Lin McCoy, Family Services director. Licensed for 11 children, they limit capacity at seven to eight children. "These children have special needs," McCoy said. "We have children who have been exposed to a variety of traumas, like domestic violence, drug or alcohol abuse, parents in and out of treatment programs, sexual or physical abuse. Many have stayed in homes where there are people beyond the immediate family living together. This adds a tremendous strain to their lives."

"We focus on teaching the children social skills and how to deal with their feelings," said Connie William, head teacher. "We ask 'Can you use your words to talk about how you're feeling?'"

Parents are required to be involved in the classroom once a week, where William mentors the parents and helps them problem solve difficult behaviors, plus serve as a role model on how to parent.

Working with this challenging population is hard work, but McCoy explained her dedication to providing meaningful help.

"My motto is to judge each day not by the harvest but by the seed you plant. That's what we're doing here - we're planting seeds. We provide the unconditional love these children may never have had. We are a little village here and believe we can make a difference in these children's and families' lives," said McCoy.

You too can make a difference. The next time you see a homeless man or woman with a child on the street let them know free child care is available. The next time you're in a child care home or center encourage the provider to accept children from homeless families.

For information on the Homeless Child Care Program, contact Denise Halloran at (360) 902-8042.

Recognize your colleagues' outstanding work

It's that time again when all DSHS employees can participate in showing their appreciation of those workers who are truly "Making A Difference" by nominating them for an Outstanding Employee Award.

During 1997, DSHS employees have made major contributions toward achieving the department's mission. Several DSHS employees have excelled in their areas of work and expertise. Their contributions have made a difference in the lives of individuals and families in need, and have helped improve the way we work together.

Employees will be considered for awards in three categories: Outstanding Employee, Outstanding Team, and Vision Awards.

The Team Award focuses on groups of employees who accomplish extraordinary results. The Vision Award, presented at the regional and state levels, recognizes outstanding individual contributions towards diverse communities and work environments.

Staff recognized for state level awards are honored at the regional celebrations.

Nomination forms (available from the office managers) and any supporting documentation must be submitted to local selection committees by Jan. 30.

For assistance in preparing a nomination, contact your local selection committee or the Director's Office, Employee Services Division (360) 902-8382.

The News Connection is published monthly by the Department of Social & Health Services for its staff and friends. Send questions, comments or ideas to the Editor, **The News Connection**, Mailstop 45110, (360) 902-7825 or email at ihopman@dshs.wa.gov. Anyone wishing to be added to or removed from the mailing list may write to **The News Connection** Editor, P.O. Box 45110, Olympia, WA 98504. Articles may be reprinted if credit is given to **The News Connection**, the Department of Social & Health Services, and the writer.

***SECRETARY**, Lyle Quasim • **DIRECTOR OF COMMUNITY RELATIONS**, Dave Black • **EDITOR**, Irenne Hopman • **DESIGN**, Publications Mgmt.*

The mission of DSHS is to improve the quality of life for individuals and families in need. We will help people achieve safe, self-sufficient, healthy and secure lives.

Sharing our successes and commitment to reaching beyond the expected to the excellent

Quality IN DSHS

Health & Rehabilitative Services Administration

Vision Statement - Improve, through appropriate provision of resources, the lives of persons who struggle with substance abuse and physical and mental disabilities.

Mission - To serve people often characterized as those most profoundly in need to help them become more self-sufficient and able to safely live, work, and participate in the community like other citizens.

Ed Hidano
Assistant Secretary

The Quality Initiative has challenged our administration to re-examine the way we do business. It presents an opportunity to embark on a path of improved customer service, enhanced productivity, increased employee involvement, employee empowerment, leadership training and resource stewardship. We serve 160,000 people annually who are often described as the most profoundly in need. Some require the services of institutional placement. Many others require the services of state, county and locally based efforts to support them in their communities. These services are costly, both financially and in terms of human resources. The Quality Initiative, with its focus on customer satisfaction, allows us to review our service delivery mechanisms with some new approaches. We need to continue to empower our staff and our customers and improve our systems. This means reviewing paperwork processes, application procedures, communication tools, and the needs of our staff. To make this review meaningful, it is imperative we include those persons affected.

Community Effort

The Health and Rehabilitative Services Administration Quality Leadership Council serves as a resource to the division steering committees and facilitates quality improvement efforts that cross divisions. The composition of the steering committees reflects a cross section of job classes for staff, union involvement, and in many instances, stakeholder participation. In the Division of Vocational Rehabilitation, the management team will be trained on Quality tools and principles along with the steering committee members. This will ensure consistency of vision and direction as well as allow more direct sharing of ideas and issues.

We want to provide our employees with the knowledge and tools to improve their work processes and provide managers with the leadership insights and instruction to help make that happen. We want to work toward the improvement of customer services and improve the quality of work life for our employees. This is a community effort. Without the active participation of all affected persons we risk making changes that will not deliver the results we intend. We risk losing the resources of those most able to help us succeed – our customers and staff.

Resource Stewardship

The services HRSA provide are critical to persons struggling with debilitating conditions that can have significant impact on their quality of life. Health and Rehabilitative Services Administration shares the struggle of other administrations to move ahead with the fiscal and staff costs of implementing the quality initiative without adversely impacting customer service.

Teams in the Division of Alcohol and Substance Abuse, composed of staff, treatment providers and other stakeholders are involved in finding ways to improve the quality and availability of alcohol and drug intervention services for youth and their families. This requires a number of strategies designed for efficient use of resources. These strategies include such things as developing local prevention consortia with communities to address problem behavior resulting from an increase in marijuana use and binge drinking in middle school and high school; and developing a comprehensive continuum of services for youth and pregnant and parenting women to include detoxification and crises stabilization and other emergency and early intervention services. The Division has developed a comprehensive data system that allows measurement of costs, services delivered and savings.

Divisions

Division of Alcohol and Substance Abuse

Director: Kenneth Stark
Mission: The Division of Alcohol and Substance Abuse compliments the department's mission to improve the quality of life for individuals and families in need by continuing to develop and enhance our statewide network of prevention and treatment services so as to provide alcoholics and addicts with the tools necessary to establish and maintain an alcohol/drug-free lifestyle.

Division of Developmental Disabilities

Director: Tim Brown, Ph.D.
Mission: To help persons of disability grow, change, and be satisfied with their lives. This is accomplished by keeping people safe and free from harm, maintaining health and wellness, helping individuals acquire new skills, assisting people in dealing with personal crisis and stress, and recognizing the worth and dignity of each individual.

Office of Deaf and Hard of Hearing Services

Director: Leon Curtis
Mission: To improve the quality of the DSHS services which insure better living for deaf and hard of hearing people and to bridge better communication between DSHS and the deaf and hard of hearing communities.

Mental Health Division

Director: Jann Hoppler
Mission: To ensure that people of all ages experiencing mental illness can better manage their illness; achieve their personal goals; and live, work, and participate in their community.

Division of Vocational Rehabilitation

Director: Jeanne Munro
Mission: The mission of the Division of Vocational Rehabilitation complements the overall department mission by promoting the participation of individuals with disabilities in work and community life. This includes providing the best services possible to the greatest number of participants possible enabling the greatest number of individuals with disabilities to successfully go to work.

Special Commitment Center

Acting Superintendent: Mark Seling
Mission: The Special Commitment Center provides quality services for the control, care and treatment of individuals committed by the court as sexually violent predators. The SCC provides specialized forensic evaluations for courts and long-term treatment to facilitate individuals in managing identified relapse risk factors and in reaching the necessary level of functioning for reintegration into the community while maximizing individual and public safety.

Simplifying the rules

Regulatory Improvement in the Health & Rehabilitation Services Administration

Gov. Gary Locke identified three primary goals for state agencies in Executive Order 97-02. These goals direct us toward regulatory improvements and embody a philosophy for the conduct of agency business beyond the year 2000.

First, we must systematically examine our state regulations in a manner open to the public. Second, we are to make sure state regulations meet standards of need, reasonableness, effectiveness, clarity, and fairness. That process must include the involvement of our stakeholders and any other affected regulatory agencies. Also, that process must make certain our rules have the needed statutory authority and we follow legislative intent. Lastly, our regulations must meet all Administrative Procedure Act (APA) requirements and all requirements of any other laws as well.

The organizations of the Health and Rehabilitative Services Administration (HRSA) moved quickly to engage their stakeholders and staff in the regulatory improvement process. Each organization seeks the participation of their advisory bodies and a wide variety of constituent groups with varying degrees of interest in the process. All divisions conducted internal surveys of their own staff to identify regulatory improvement opportunities. HRSA goes forward with a survey of over 2,000 individual constituents and stakeholder groups to fully involve them in the prioritization of review needs and rule-by-rule reviews.

HRSA initially conducted three rounds of reviews to identify and immediately eliminate obsolete and redundant rules or related issuances. Moreover, HRSA examined the statutory authority for all its governing rules. The aim of that process was to identify and propose repeal of provisions that demanded excessive rule writing. Because of prior vigilance, there was little need for more than modest changes in both cases. We determined that 824 Sections from 41 Chapters of the Revised Code of Washington (RCW) govern our program services. Of those, we found and recommended repeal of only two sections and one chapter that were apparently obsolete.

Further, the organizations of HRSA determined we have responsibility for 517 Washington Administrative Code (WAC) Sections consisting of 497 pages. A critical examination of that material revealed opportunities to eliminate rules on an extraordinary variety of topics. The administration proposes to eliminate 59 pages or 89 WAC sections. Most of these rules either lacked current authority or referred to programs or operating standards long out of date.

So far, this is a total rule reduction of nearly 17 percent. Newly issued federal regulations may result in rewriting and re-enacting some repealed sections. In partnership with our stakeholders, we now face the daunting challenge of rewriting only those truly essential rules while avoiding the duplication of language in the federal regulations.

In the critical examination of rules, the HRSA also looked at related issuances. Much like the rules, the issuance examination found a number obsolete or lacking current authority. Therefore, the administration abolished or will shortly abolish more than 50 policies and other interpretative guidelines numbering roughly 80 pages. Additionally, one HRSA organization, the Mental Health Division, was able to eliminate a related form that reduced the number of pages reviewed by local providers by nearly 2,200 pages per year.

Although we accomplished much in a short time, now comes the real work and the greatest challenge. The next three years will require a fresh and intensive look at all our regulations and rule making processes. Each HRSA organization greets this opportunity with a renewed commitment to continuous improvement of regulatory quality.

Making sense of the rules

Under the direction of Secretary Lyle Quasim, all administrations are examining existing rules and determining which can be eliminated and simplifying those we need. For more information on hearings for proposed rule changes check out the Rules and Policies Assistance Unit Web pages at http://www.wa.gov/dshs.

The Mental Health Division (MHD) is focusing on quality management in the Regional Support Network (RSN) contracts for community inpatient and outpatient mental health services. With the goals of continuous quality improvement for community mental health services, the new contracts specify that each RSN is to have a quality management plan developed and implemented. The Division sponsored joint quality management training for RSN and MHD administrative staff. Division staff are now committed to working with RSN administrators to develop an integrated quality management plan which addresses both headquarters and RSN needs.

The Division of Developmental Disabilities has an interdisciplinary team of clients, direct care staff, and therapists / professionals whose charter is to find ways to increase an individual's control over his/her life by listening and responding to a person's expressed preferences and choices. Region 5 has a group of employee representatives from each program in the region working to improve diversity in client caseload, regional personnel, and contracted providers. Performance indicators will be used in each area to monitor progress in meeting goals, which reflect regional demographics.

The Division of Vocational Rehabilitation (DVR) has teams in each region whose charter is to test informed choice activities that respond to regional needs and provide customized choices for DVR participants. Strategic goals for the Division have been developed jointly by staff, the Rehabilitation Advisory Council and the public. These goals include expanding services and innovative ways to serve persons with chronic mental illness and developmental disabilities, enhancing access and delivery of services to diverse populations, increasing consumer participation, choice and control and increasing the effectiveness and efficiency of DVR processes, including operations, procedures and documentation requirements. These goals are to be reached while maintaining strong administrative performance and fiscal accountability.

Each of the seven administrations has steering committees to assist in leading the department's efforts to continue providing quality services to the residents of the state of Washington. For more information on the quality improvement activities occurring throughout the department, contact Bill Wegeleben, internal quality consultant, at (360) 902-0865 or e-mail at wegelwh@dshs.wa.gov. Please visit the DSHS Intranet Quality Improvement site at intra.dshs.wa.gov/news.htm for ongoing updates of plans, successes, and accomplishments.

Enhanced Productivity

Finding the correct solutions to problems results in more successful resolutions and often, less expensive alternatives. We need to take the time up front to examine the problem carefully, testing proposed solutions to make sure they solve the issue before we implement a change. We need to improve our ability to measure our processes so that we can quantify our efforts and document our successes in a meaningful way. Often we suspect that improving a process will save time and money, but we do not always document the process to be sure. This will be one of our greatest challenges under the Quality Initiative. Making decisions that are data driven will enable us to better quantify our achievement and correct our errors. This will make use of new tools and techniques available to us through systems improvements and training.

Leadership

Our task now is to provide staff the support they need to develop new approaches to their work, to build on these beginnings and become more proficient at quantifying the changes we make. Our staff is our most valuable resource and it is with their assistance that processes will improve and savings will be realized.

How can we ask our employees to help us make the agency work better, as partners in that effort, if they are not partners in the decision making? Setting the aim and mission of the agency is the job of management but all else requires the full participation of the employees. Management cannot make the changes alone; all HRSA employees must be engaged in the activity. Managers must be open to new direction and committed to continuous improvement. They must involve staff and consumers early in our processes, both formally and informally and value their contributions. It is only through this joint effort that we will be successful in realizing our vision.

Quality Improvement teams, steering committees, and active dialogue with our customers will provide us with the means to take ownership for issues and improvements at the most local level.

City of Renton partners with DSHS and ESD for WorkFirst clients

(Continued from page 1)

ated to serve the growing community neighboring Seattle.

Home of Boeing headquarters and PACCAR, Renton has a booming economy but also has 50 percent multi-family housing (usually a transitional population) and over 800 people who will need to get jobs under WorkFirst.

"We feel these people on public assistance that need jobs are our families and our job as a city is to look out for our residents," said Marshall. "If we don't help people on the edge then we must deal with the aftermath. If they get evicted from their homes, then they are living on our streets. We have to educate people that all of us have a role to play in this (WorkFirst) if we are going to succeed."

Partnering to make WorkFirst successful are Sharon Anderson, Renton CSO administrator, Karen Marshall, City of Renton and Jim Roland, Renton Job Service Center administrator (not pictured).

The City of Renton is in the process of developing their long-range comprehensive plan for the city, and Marshall noted this is all coming together at the right time.

"We are now in the process of reaching out to the community to get their feedback on what kind of city they would like Renton to be. Together we (DSHS and ESD and the City of Renton) are raising the people's awareness of what the unmet needs of our community are, and together we must decide how best to meet those needs."

Herman gives Rainier CSO good marks

The Rainier Community Services Office in south Seattle has seen a number of visitors lately checking out the progress of the state's new WorkFirst program. But Alexis Herman, Secretary of the federal Department of Labor, was especially impressed when she visited in September. She sent Tom Haines, CSO administrator, the following thank you.

"

Dear Mr. Haines,

Thank you so much for all you and your staff did in connection with my visit to the Rainier Center(sic). I was impressed by the enthusiasm and organization of everyone assisting with the event.

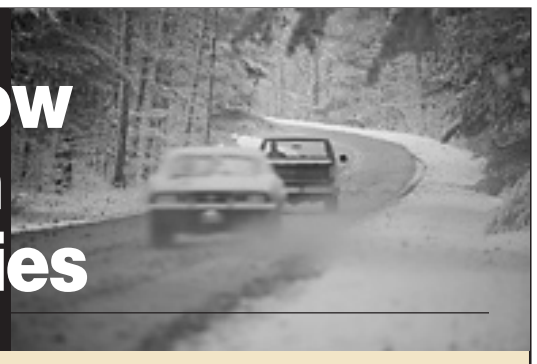
My visit was especially gratifying when I was told that one of your clients found a job during my tour. These success stories should encourage us all to learn from your WorkFirst program and help others throughout the country to make this difficult transition. Please extend my compliments to your entire staff for their efforts and kind hospitality.

Thanks again for your dedication and assistance.

Best Wishes, Alexis Herman

"

Prepare now for sudden emergencies



Last winter many people across the state experienced the unpleasant shock of an unexpected severe storm. Don't get caught off-guard this year. Prepare your Disaster Supplies Kit now. Experts advise that you have enough supplies to sustain you and your family for 72 hours.

Assemble the supplies you might need in an evacuation and store them in an easy-to-carry container such as a backpack or duffle bag.

Disaster Supplies Kit:

- ❑ A three-day supply of water (one gallon per person per day). Store water in sealed, unbreakable containers. Identify the storage date and replace every six months.
- ❑ A supply of non-perishable packaged or canned food and a non-electric can opener.
- ❑ A change of clothing, rain gear, and sturdy shoes.
- ❑ Blankets or sleeping bags.
- ❑ A first aid kit and prescription medications.
- ❑ An extra pair of glasses.
- ❑ A battery-powered radio, flashlight and plenty of extra batteries.
- ❑ Credit cards and cash.
- ❑ An extra set of car keys.
- ❑ A list of family physicians.
- ❑ A list of important family information; the style and serial number of medical devices such as pacemakers. (Keep important family documents in a waterproof container).
- ❑ Special items for infants, elderly or disabled family members.

Courtesy the Federal Emergency Management Agency and the American Red Cross

Not Just Another Winter Song

By Jim Teeters

Children, you for whom we care
Come listen to our song
The cheerful winter solstice calls
So join the Yuletide throng

We've left the courtrooms empty now
And trimmed the festive tree
Let's give our thoughts to hopeful things
Consider what might be

Parents who've abandoned you
Or traded you for crack
May one day from their wayward path
Begin their long way back

The bruises, hurts and ugly burns
You've suffered in your life
Can make you strong and resolute
To save *your* child from strife

As social workers overworked
'We did the best we could
And foster homes that sheltered you
Protected your childhood

Though this season seems so drab
And life seems so unfair
It may just be quite possible
You'll grow to hope and care

So when you've grown and moved along
And others take your place
We pledge no child will ever
Be...just another case

Jim Teeters is a family home child care licensor with the Office of Child Care Policy in Kent, He has worked with Child Protective Services, Family Reconciliation Services, and Child Welfare Services intake over the past 10 years.

Diversity Calendar

Each month throughout the year *The News Connection* features the next two months' special dates, provided by the Division of Access and Equal Opportunity, Diversity Initiative. Help celebrate the richness of our world and the people of America. For more information on the Diversity Initiative, contact Roberto Swain at (360) 902-7845.

January

1 New Year's Day
4 Issac Newton's Birthday
5 George Washington Carver's Birthday
13 Togo Liberation Day
15 Martin Luther King, Jr.'s Birthday
16 Martin Luther King, Jr. Day
17 Benjamin Franklin's Birthday
20 Brazil: San Sebastian's Day
25 New Zealand: Auckland Day
30 Jackie Robinson's Birthday
31 13th Amendment Abolishes Slavery

February

5 Crispus Attucks Day
11 Nelson Mandela Day
12 Lincoln's Birthday
14 St. Valentine's Day
15 Susan B. Anthony Day
18 Chief Leschi Day
19 Day of Remembrance: Japanese American Internment
20 President's Day
22 Washington's Birthday
25 Kuwait National Day
27 Dominican Republic Independence Day

PBS documentary *Take This Heart* gives rare glimpse into foster care system

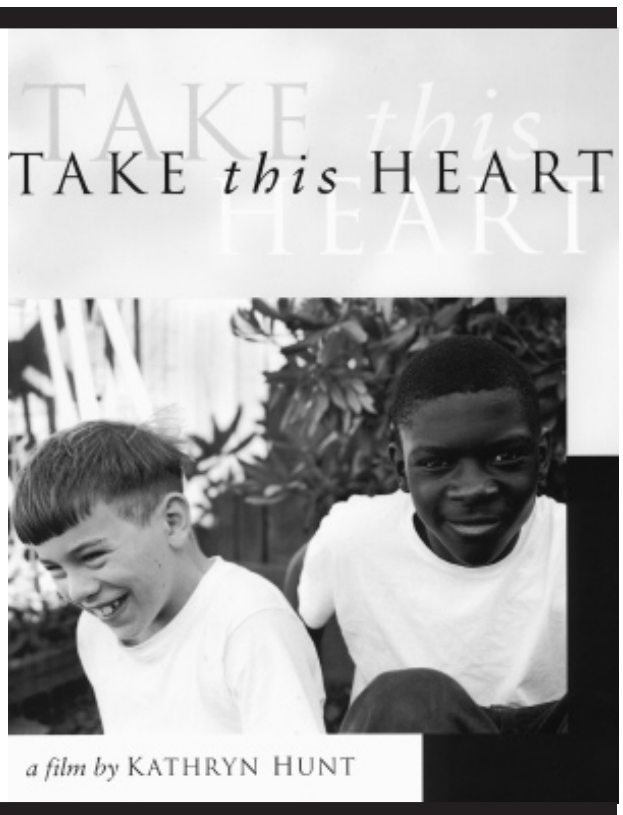
On any given day, nearly a half a million children in the U.S. are living in some form of foster care. In Washington state 10,000 kids are in the system.

On Jan. 9 at 9 p.m. public television stations in Washington and across the country will become part of a new effort to increase public understanding and support for the needs of children and families in the foster care system.

The cornerstone of the awareness campaign is a one-hour public television documentary and a follow-up discussion with experts. The documentary, *Take This Heart*, follows the daily lives of three Seattle children in care – 10-year-old Robert, 14-year-old Jamil, and 18-year-old Joaquin – as they struggle to address issues of separation and loss, drug addiction, and illiteracy. The children are helped by an extraordinary foster parent who guides them with love as they try to find their places in life.

This documentary explores the complex issues of foster care in America today. It is a look at a group of children that are in desperate need of help.

If you would like information about ways in which you can help children in foster care, call 1-800-794-1794.



Shared leave

Janet Prohaska, a Registered Nurse 2 with Green Hill School, is in need of shared leave. She was recently diagnosed with Altzheimer's and will be unable to return to work for an undetermined amount of time. For more information contact Cathy Rickus at (360) 748-9149.

You may donate annual leave if you have over 80 hours, sick leave if you have over 480 hours, and/or your personal holiday. Contact your personnel officer to donate leave.

We're online! @

The News Connection is available on the DSHS Internet home page. The address is **http://www.wa.gov/dshs** In order to view the newsletter, which is a PDF (portable document format) file, you must have Adobe Acrobat Reader installed on your computer. It is free software. If you need assistance with this, contact your computer information consultant.

RETIREMENTS

Bacon, Darlene R.
7 Yrs. Aging & Adult Field Services

Barrass-Revilla, E.
16 Yrs. Eastern State Hospital

Bartlett, Joan F.
25 Yrs. Division of Child Support – Spokane

Brooks, Jana G.
20 Yrs. Olympia Community Services Office

Collins, Lyle D.
30 Yrs. Division of Developmental Disabilities

Ficele, Eleanor M.
30 Yrs. Economic Services – Yakima

Fields, Doris M.
28 Yrs. Aging & Adult Field Services

Fisk, Deaann
31 Yrs. Western State Hospital

Gruber, David L.
35 Yrs. Division of Children and Family Services

Hodgson, Lyle E.
28 Yrs. Lakeland Village

Honeycutt, Hazel
17 Yrs. Fircrest School

Kastenbaum, Raymond
23 Yrs. Echo Glen School

Keeling, Martin M.
29 Yrs. Juvenile Rehabilitation Administration

Kincaid, Betty L.
20 Yrs. Division of Children & Family Services – Region 3

Lowe, George B.
26 Yrs. Division of Child Support

Minzel, Craig W.
26 Yrs. Aging & Adult Services Administration

Nadvornick, Margaret
25 Yrs. Division of Child Support – Spokane

Nicolaus, William H.
6 Yrs. Medical Assistance Administration

Osterman, Lani B.
27 Yrs. Fircrest School

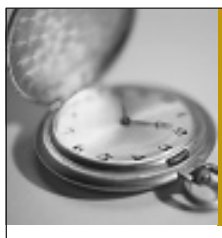
Riihimaki, Ellen
18 Yrs. Community Services Office

Trevino, Jose L.
26 Yrs. Aging & Adult Field Services

Wengreen, Sandra L.
28 Yrs. Office of Child Care Policy

Youngblood, Bonnie L.
30 Yrs. Division of Disability Determination

These employees retired in October 1997



SERVICE MILESTONES

Region 1
5 Langwell, Toni
5 Zavala-Lopez, Maria
10 Dykes, Kari
10 Perkins, James
10 Stigall, Sherrie
15 Huntsman, Monte
15 Kutch, Rhetta
20 Hanigan, Michael
20 Nelson, Sandra
25 Fallis, Leann
25 Pinkley, Gary
30 Hitzel, Merl

Region 2
5 Alaniz, Nelda
5 Garcia, Marisela
5 Grant, Tammara
5 Hayden, Bonnie
5 Hernandez, Mary
5 Parker, William
5 Rivera, Mario
5 Williams, David
10 Hamel, Brian
10 Nace, Michael
10 Phelan, Michele
25 Perard, Marie

Region 3
5 Jarrard, Timothy
5 Johnson, Ronnie Sue
10 Cucksey, Frank
10 Gregory, Cecelia
10 Johnson, Lee
10 Merkel, Zoe Ann
15 App, Ann
15 Fay, Pete

Region 4
5 Antiste, Dacia
5 Dunn, Douglas
10 Girard, Janice
10 Klepach, George
10 Pelayo, Jose Daniel
10 Vu, Binh
10 Wing, Judith
15 Chiles, Annette
15 Harstad, Marvin
15 Kallinen, Cynthia
15 Zapara, Florence Mae
20 Le, Hanh
20 Sallas, Audrey
25 Hall, Teresa
25 Hill, Michael
25 Rosson, Garry Robert
30 Anderson, Sharon
30 Oppermann, Paula

Region 5
5 Flynn, Rebecca
5 Lorenz-Pruitt, Melan
5 Mc Call, Kristin
5 Plom, Thevy
10 Bradford, Marcus
15 Weaver, Joanne
20 Allen, Helen
20 Swedberg, Christine
25 Nicholson, Nancy

Region 6
10 Meadows-Harrison, Li
20 Zindel, Robert
25 Blalock, Brenda
25 Gray, Jack
25 Walker, Phyllis

DSHS Headquarters
5 Bateson, Janet
5 Brigham, Debbie
5 Cartisser, Barbara
5 Chafin, Janice
5 Colliton, Sheila
5 Fox, Sabrena
5 Haney, Clarence
5 Hartley, Bryan
5 Jones, Dennis
5 Karjalahti, Christin
5 Lausted, Sylvia
5 Lipsker, Filomena
5 Nickell, Kim
5 Snyder, Joann
5 Sullivan, Katherine
5 Vernon, Nancy
5 Wagnon, Amy
5 Walker, Ronald G. Jr.
10 Atchison, Janice
10 Chu, Xuan-Mai
10 Harris, Geoffrey
10 Johnson, Kimarie
10 Kellington, William
10 Learn, Dean
10 Mc Millan, Dorene
10 Ramirez, Debra
10 Rushton, Jo Ann
10 Smith, Sharon
10 Stillman, David
10 Wolf, Kathleen
15 Alvarado, Linda Rae
15 Andersch, Carolyn
15 Bieker, Susan
15 Dermanoski, Linda
15 Harris, Helen
15 Henry, Kathleen
15 Lacy, Melba
15 Mahar, Lorrie Ann
15 Miller, Hozie
15 Trembath, Sally
15 Triozzi, Philip
15 Westerman, Sonya
20 Gaudette, Patricia
20 Mc Gruder, Dale
20 Montgomery, Jill
20 Paynter, Virginia
20 Redman, Linda
20 Rivera, Marybelen
25 Freeman, Loren
25 Manning, Diana
25 Rielly, Susan
25 Stankevitz, Linda
30 Dearing, Betty Lou
30 Mc Murray, Lucille
30 Rogers, Marcella
35 Buckles, Dorene

Consolidated Support Services
10 Cline, Gary

Eastern State Hospital
5 Brauer, Jacqueline
5 Hoe, Jimmy
10 Flatt, Michael
10 Mullins, Dixie
10 Smithson-Weeks, Jen
15 Vaughn, Beth

Echo Glen Children's Center
5 Smith, Michael

Fircrest School
5 Bennett, Perley
5 Gleed, Chantelle
5 Nachiem, Linda
5 Nelson, Carrie
5 Scott, Theresa
5 Weiner, Joni
10 Pilkey, Shirley
20 Atwell, Darla

Green Hill School
5 Bundy, Daniel
10 Branum, Doug

Lakeland Village
5 Leske, Terry
15 Lund, Pamela
20 Marriott, Roy
20 Olson, Sally
20 Sundberg, Pamela
25 Leitholt, Lester
30 Kuhlmann, Ellen

Maple Lane School
5 Raish, Chad
10 Morcom, Tom
15 Atkerson, Frances

Naselle Youth Camp
5 Leeland, Kristi
10 Snyder, Jane

Rainier School
5 Pries, John Jr.
5 Stanifer, Joseph
5 Annas, Billy
5 Ferrari, Tony
5 Harrell, Keith
5 Belyea, Vickey
5 Schick, Robert
10 Aliff, Darla
10 Larson Hoban, K.
10 Stock, Barbara
10 Thornton, Vickie
10 Bates, Douglas
10 Bray, M. Judith
10 Nemier, Angela
10 Williams, Stephen
10 Argo, Keri
10 Bottorff, Susan
10 Brinkman, Gwendalyn
10 Clawson, Shirley
10 Gordon, David
10 Nguyen, Van H.
15 Nichols, James Iii
15 Sissons, Alice
15 Brown, Linda
15 Paplow, Lisa
15 Perkins, Karen
15 Thompson, Dale
15 Urednick, Anthony
15 Williams, Shelly
15 Henricksen, Sue
15 Ramacho, Lesilee
15 Roberts, Beatrice
15 Stacey, Kathleen
20 Zerbin, Patricia
20 Deleeuw, Michala
20 Eilers, Loretta
20 Hiehn, Linda
25 Gibson, Ann
25 Martin, Nancy
25 Ahearn, Michael
25 Barnett, Norma
25 Granquist, James
25 Kinzler, Virgil

Western State Hospital
5 Huston, Wayne
5 Panlasigui, Melanie
5 Salazar, Linda
5 Winston, Cleveland
10 Dillard, Tok
10 Gaddy, Teruko
10 Joseph, Herman
10 Rowell, Joseph
10 Stockman, Steven
10 Young, William
15 Arocho, Fredia
15 Folmer, Melanie
15 Whittle, Gene

Yakima Valley School
10 Snow, Vickie Ann

These employees celebrated service anniversaries in December 1997