

# **BRIDGEWAY WEEKLY MONITOR**

## ***News Briefs from Human Resources – March 21, 2008***

### **KUDOS TO MACOMB STAFF!**

On Saturday, March 15th staff from Macomb participated in the Home and Lifestyle Show held at WIU. Bridgeway had a great booth from 9am-8pm. Visitors were able to watch a brief power point on the agency, obtain brochures about our services and talk about them with staff, see many BTS products and register for some great door prizes. The following staff provided help with this event: Sue Danner, Joni Brora-Tawesson, Aimee Anderson, Wendy Skrypkun, Teresa Pender, Penni Stracker, Tonya Beckner, Shannon Sharon, Erin Rockwell, Rebecca Lakey, Tom Pospecil, Bev Tatham, Teresa Woolam, Kathy Hoskins, Jennifer Ferguson Adam Killey and Luan Ippenson. Thanks for all your help to make this such a successful event!

*From: Cheryl McGowan*

### **COST SAVING TIPS**

Did you know you can call other places besides Bridgeway in Galesburg and Macomb without long distance charges??? This will help reduce some of our phone expenses. An example, if you are in Galesburg and want to call the Wiley Center, dial 8 (connects you to Bridgeway Macomb) then 9 (which gives you outside line) then the number of the Wiley Center. Same goes calling from Macomb to Galesburg - dial 8 then 9 then the number you are calling.

### **CONGRATULATIONS!**

The following have completed DSP Training!

Cassandra Braniff, Residential Assistant in Macomb

Kevin Gray, Residential Assistant in Macomb

### **DEEPEST SYMPATHY**

Deepest sympathy to Michael Wheeler, Job Coach Pekin, on the recent loss of his mother Beatrice Wheeler.

### **COMING . . .**

Abbie Wear, Residential Assistant/DD Madelyn Residence Macomb

Cameron Nauman, Driver Macomb

Yolanda Baker, Residential Assistant McKinley Kewanee

Sue Nelson, Residential Assistant Michigan Manor Galesburg

Elvin Holloway, Mail Sorter Galesburg

Jen Frisby, Mail Sorter Galesburg

Maurice Havelock, Mail Sorter Galesburg

### **GOING . . .**

Hope Pendleton, Consumer Benefits Specialist Galesburg

Best of luck in your future endeavors.

## CRISIS SERVICES

*From: Aimee Anderson*

Bridgeway is fortunate to have a crisis intervention team with many years of clinical expertise. Over the last year there have been many changes in our service area and staff. In 2007, 1113 unduplicated consumers received crisis interventions, the number is much higher when SASS and repeat interventions are included. The crisis team is made up 4 full-time staff that work regular and on-call schedules and cover Warren, Henderson, Knox, and Henry counties. We expand beyond our immediate service area to aide at other Bridgeway locations as needed. The crisis team works hard to foster good will with local hospitals and is recognized by the State and CARF for their crisis work. The crisis team has much to be proud of and has a challenging role handled with grace.

**Clinical Staff:** Between Mike Kovanda and Paul Amstutz, we have 54 years of crisis/clinical expertise. **Paul Amstutz**, an LCSW, has been in the field for over 27 years, working part-time crisis the majority of his career. Paul has been a full-time crisis worker for the last year. Paul has expertise in specific populations and many unique talents. **Mike Kovanda**, an LCPC, has almost 27 years of crisis experience and has been at Bridgeway for 15 years. Mike is regularly consulted by agency peers as evidenced by his high volume of cell phone calls. Mike's primary area of expertise is crisis intervention, but wears many hats. Mike is our SCAT (school crisis) trained staff. **Larry Yee**, QMHP, has been a crisis worker for the last 3 years and has developed his skills in crisis work. Larry participates in the joint SA/MH pilot project and is working on developing his talents with C&A. Larry recently passed his LCPC and will be licensed shortly. Prior to Bridgeway, Larry worked as a substance abuse counselor for 12 years and his favorite area of counseling is relationships. **Crystal Gonzales**, QMHP, is our newest member of the crisis team, starting in February 2008. She worked as a hospice counselor for several years and has worked in children's residential services. Crystal is able to respond to in-house crises, but is waiting for hospital privileges. **Robin Hutson**, CBO with 10 years at Bridgeway, helps keep the crisis team in-line, as well as organizes and enters our service data. Robin's expertise and support are greatly valued.

As a team, we are working towards offering clinical support to our peers and to the community, if there is a specific request for clinical guidance, please contact Aimee Anderson, (309) 344-4323 or [aimeea@bway.org](mailto:aimeea@bway.org).

## STEPS

Paul Amstutz, LCSW, is prepared to begin a group called STEPS and is seeking consumer referrals for the Galesburg location. This specialized program is basically an abbreviated DBT targeted at individuals who have a borderline personality or related disorder.

**STEPS will be Tuesday's 1-3 pm, for 21 weeks, start date dependent on referrals.**

Please submit referrals to Paul either in paper or electronically.

## **SURPRISE SURVEYS!**

Sometime in the next three months of April, May and June, our Mental Health and Developmental Training programs will have surprise surveys from the Illinois Department of Human Services.

State surveys of our consumer services can be announced or unannounced depending on the services being surveyed. For instance, the state notifies us in advance of the dates of our Alcohol/Substance Abuse surveys. On the other hand, all Mental Health and Developmental Disabilities surveys are unannounced. Since there are only 3 months left to the Illinois fiscal year\*, we can expect that the Illinois surveyors will simply walk in Bridgeway's door some morning in the next 3 months and say "Surprise! We're here to do your surveys today!" We can also have unannounced visits at any time from federal or state fraud investigators.

So the reality is that we always have to be ready for a survey of one kind or another. On a continual basis, our documentation has to be up to date, billings have to be correct, policies and procedures have to be current, buildings have to be neat and organized, all safety requirements have to be met, etc., etc. The key to successful surveys is for all staff to stay up to date with their responsibilities at all times.

So take time now to determine whether you are ready for a survey visit. Now's the time to be ready and stay ready!

*\*\*Info Note: Fiscal years run from July 1 through June 30.*

## **Recovery Rocks! T-SHIRT ORDERS**

"Recovery Rocks" is back but this year in a **Navy Blue T-Shirt for \$12.00 a shirt.**

Back by popular demand the **gray hooded sweatshirt is available for \$25 each.**

Please pay up front and place your orders with Amy Fort by May 1, 2008. We will wear the navy blue t-shirts to show our solidarity at the May 29<sup>th</sup> Mental Health Rally in Springfield, Illinois.

## **BTS ACTIVITIES**

*From Tom Colclasure*

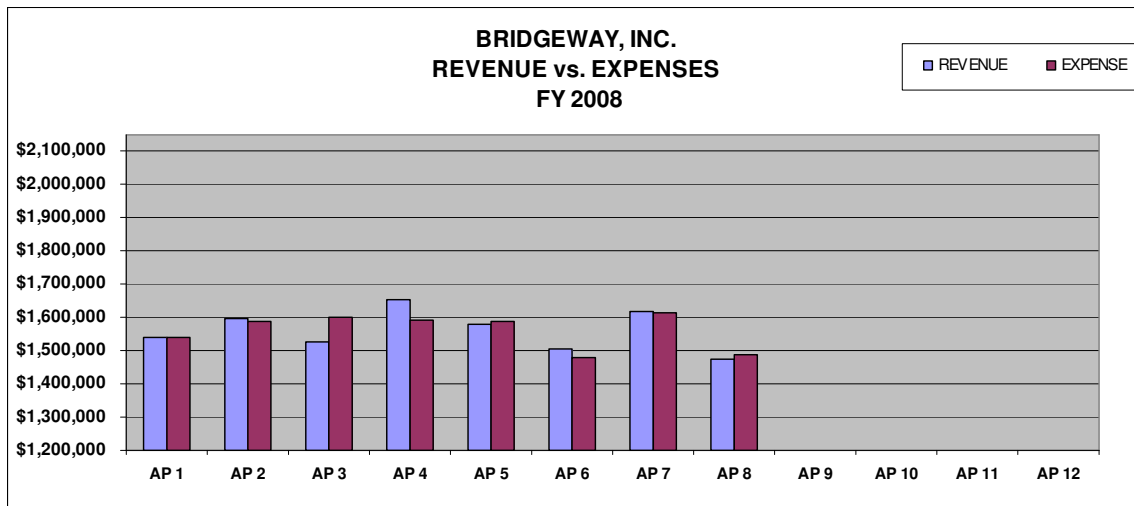
- The daily production quota for the processing of IL-1040 forms continues to increase as the number of employees increase and become familiar with the work. At this time, approximately 23,000 documents are being processed per day. Although this is a substantial number, we need to continue to increase our daily production rate. Recruitment for additional workers continues, as more employees are needed.
- The janitorial service is talking with Pets All in Macomb about its janitorial needs.
- Plans are being formulated for the Kewanee workshop to assist in the production of some of the products we package, assemble & paint for Dadant & Sons.
- The data entry operation will be receiving an additional 85,000 documents from the Illinois Department of Revenue to data enter. This work will be in addition to the regular quantities of work from the department and are needed to be processed ASAP.
- We continue to seek out additional transcription opportunities. BTS has the ability to provide transcription services, utilizing the Internet, for businesses located just about anywhere.

## MONTHLY BRIDGEWAY INC. OPERATIONS RESULTS

The graph below shows the revenue compared to expenses for the first eight months of FY08. As you can see the expenses exceeded the revenues for AP08 (February). The result was a net loss of (\$14,078) for the period, and a year to date profit of \$11,164.

In February we exceeded the DASA Medicaid cap so an adjustment of (\$10,757) was made to FFS revenue. The DASA Contract cap will be met by AP10. As we reach the end of the fiscal year it is important to keep any revenue caps in mind when providing services. When possible, we need to focus our billing efforts on the areas where there are no caps so we can maximize revenue while continuing to provide high quality services to our consumers.

Bridgeway staff has done a very good job controlling expenses and keeping them under budget. However, the revenues are significantly below target. If we all work together over the next four months to maximize billings and continue to keep costs under control, we will see an improvement in the bottom line.



## JOB OPENINGS

Rehabilitation Trainer – Keokuk, Iowa  
Program Support Specialist I - Galesburg  
Benefit Specialist - Galesburg  
Case Coordinator - Keokuk Workshop  
Residential Coordinator - Galesburg  
Employment Specialist – Kewanee  
Nurse Clinician - Kewanee  
HCBS Team Leader - Keokuk  
HCBS Outreach Worker-Keokuk  
Family Support Worker (Pooled Position) – Various Work Locations  
Residential Assistants – Kewanee (Pooled Position)  
Residential Assistant/DD - Macomb and Pekin  
Residential Assistants, (Pooled Positions) – Bridgeway Residential Facilities