



VOICES & CHOICES

For and by people concerned with mental illness and recovery in
Lewis, Pacific, and Wahkiakum Counties.

January 2010

Submitted by Lewis Governing Board member Donna Karvia

"Thank You for Believing Me Well"

By: Judy Tatelbaum

from Chicken Soup for the Soul at Work

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As a young social worker in a New York City psychiatric clinic, I was asked to see Roz, a 20-year-old woman who had been referred to us from another psychiatric facility. It was an unusual referral in that no information was received ahead of her first appointment. I was told to "play it by ear." and to figure out what her problems were and what she needed.

Without a diagnosis to go on, I saw Roz as an unhappy, misunderstood young woman who hadn't been listened to in her earlier therapy. Her family situation was unpleasant. I didn't see her as disturbed, but rather as lonely and misunderstood. She responded so positively to being heard. I worked with her to start a life worth living - to find a job, a satisfying place to live and new relationships. We hit it off well, and she started making important changes in her life right away.

The records from the previous psychiatric facility arrived a month after Roz and I began our successful work together. To my complete surprise, her records were several inches thick, describing a number of psychiatric hospitalizations. Her diagnosis was "paranoid schizophrenic," with a comment on her being "hopeless."

That had not been my experience with Roz at all. I decided to forget those pieces of paper. I never treated her as if she had that "hopeless" diagnosis. (It was a lesson for me in questioning the value and certainty of diagnoses.) I did find out about the horrors for Roz of those hospitalizations, of being drugged, isolated and abused. I also learned a lot from her about surviving such traumatic circumstances.

First Roz found a job, then a place to live away from her difficult family. After several months of working together, she introduced me to her husband-to-be, a successful businessman who adored her.

When we completed our therapy, Roz gave me the gift of a silver bookmark and a note that said, "Thank you for believing me well." I have carried that note with me and I will for the rest of my life, to remind me of the stand I take for people, thanks to one brave woman's triumph over a "hopeless" diagnosis. ~

~news from timberlands regional support network~

...we were saddened upon receiving **Gloria Geisendorfer's** resignation from the Timberlands RSN Regional Advisory Board but we bid her a fond farewell with best wishes on her retirement and new endeavors.

Gloria has served as the Pacific County Representative on the TRSN Board since 2005 with her positive attitude, undying spirit, willingness to serve and persistence to remove the stigma for mental health clients. Pacific County residents are fortunate that Gloria will continue serving on the Willapa Behavioral Health Executive Board of Directors as they deliver quality mental health services in the coastal community.

Sandy Everman

One by One: NAMI in the Year 2010

At the start of this new year, it's no news that Washington State has big trouble financially. That obviously means hard times for most of us who are dealing with mental health issues and trying to move from survival to recovery.

That's the bad news. But as I sit at my computer in Ocean Park, I'm hearing about positive things happening in NAMI around the state. There is good news out there, one person at a time and one situation at a time. Not wanting to sound like Pollyanna, I want to share some of the great people and actions I have seen over the past six months

First, in the second half of 2009:

The state conference August 7-8, in Ellensburg brought 150 people together, more than half of them with scholarship help. Creative arts came from local craftspeople and folks currently at Western State Hospital. [Read part of Peter C's poem below.] 16 workshops and 4 author-speakers brought us information, fun, music and friendship. It was like a big family reunion, except that many in the 'family' were people we'd never met before.

NAMI PEERs [People of Experience, Engaged in Recovery] led 2 NAMI Connection trainings in Yakima and Snoqualmie, and our first NAMI Basics training was led by the national author-trainer Teri Brister. NAMI Basics is a 6-week or weekend training for families with younger children. We plan to have more people trained to spread this effort widely.

Our own Alicia Gillespie and Carol Wright from Lewis and Pacific Counties were both co-leaders with Mary Jadwisiak in two of the Recovery and Resiliency trainings done around the state. NAMI members were also present at the seven News Informant Trainings focused on helping news reporters get and give accurate information about mental illnesses and recovery.

Now for events in NAMI in 2010:

January 17, Sunday, is the Open State Board Meeting at St. Peter's Hospital in Olympia, starting at 3 pm. Everyone is welcome. Look for the agenda and bylaws revisions to come to you by email. **Monday, January 18** is our annual **NAMI Day**, a chance to meet with NAMI members from across the state and visit with your own legislators. This year is a crucial time for NAMI to be present and visible in large numbers. For details contact Rebecca Thompson at the NAMI state office, 360 584-9622 or office@namiwa.comcastbiz.net. For a list of legislative priorities contact Gordon Bopp, Public Policy Chair, grbopp@charter.net or by cell 509-981-7337.

A new 20 minute DVD, "Walking in Recovery," will be distributed free to NAMI and other groups within the next several months. It has true stories of five people from our state who have moved through and beyond illnesses and into recovery. I'm working with others on the written guide to go with the DVD. I think you'll enjoy seeing it and sharing it with others.

The 2010 NAMI Walk is happening Saturday, May 15, Armed Forces Day, in Magnuson Park in Seattle. We're linking with NAMI Veterans and other groups with interest in mental health support for people in the military. We've changed the Walk arrangements so that other affiliates can do a virtual walk where they live, or can receive a higher percentage of the walk proceeds to support their affiliate's work. For more information, contact steering committee chair Jim Bloss at 425-231-5186 or jfcb@earthlink.net.

We plan to set up a new website for NAMI Washington to allow for frequent interaction and updates on classes, programs and other events affecting NAMI members and affiliates. If you have thoughts about that or

Continued

skills you can share, contact Communications Committee Chair Sandi Ando at ando.sandi@lexisnexis.com or 609-891-9501.

We've decided to have a part-time program training coordinator to oversee all our signature program trainings over a calendar year. The job description should be coming out near the time of this newsletter, and the application deadline will be January 30. For more information contact Rebecca Thompson at the NAMI WA office, 360 584-9622, or office@namiwa.comcastbiz.net

Many people said they wanted another NAMI state conference the next year. So we're doing it! August 13-14, at Central Washington University, will be the 2010 conference, this time with closer and more accessible housing and still at a reasonable cost. I'd be delighted to have your input about what needs to be included in this year's conference. Please contact me with your interests, ideas or questions, at bgofish@willapabay.org, 360 665 4421.

One of the happiest parts of being the NAMI Washington volunteer president is hearing from people who have gained hope from finding NAMI friends. People often tell me they have gone from sad isolation into active compassion for others on the mental health road. Some of you reading this newsletter have made a real difference, simply by taking the time to listen or by choosing to tell your story to someone else. I think that's how recovery works – one by one, one person at a time.

I'll end with a part of a poem I saw and brought home from the state conference.

From "Sun Rising," by Peter C.

Listen people
To what I gotta say
Stigma and fear
Don't have to stay

I'm happy today
'Cause I see some change
We can change our world
With our hearts and our brains

People got talents
And strengths too
We gotta tap into those
And we'll get something new

Everyone's golden inside
Ya see
Give a little nudge
Let us be what we be . . .

So let's stand up together
Side-by-side
Hand-in-hand
Color-on-color
We're gonna make our stand.
Let's have some fun again!!

Rock on to Recovery!

Thank you for being, NAMI – and have a good new year!

Barbara Bate

NAMI Benefit Songfest

By: Kat Erskine

A "Songfest" was well attended November 8th, hosted by the innkeepers at The Inn at Harbor Village in Ilwaco. The music varied from Broadway's "Camelot" to "Bring in the Clowns", "Simple Gifts" and Bob Marley's "No Woman, No Man". One minute I was laughing or singing quietly along, the next I was awestruck by the clear beauty of a young woman's voice filling the air. The evening ended with everyone joining together in song.

Barbara Bate directed and accompanied the singers. She told the audience she was pleased to bring together her dedication to health and mental health and her delights in the creative talent on the Long Beach Peninsula.

She also mentioned the continuing efforts of NAMI and Wellspring Community Network. Material was available about each during intermission. A team of NAMI members arraigned the refreshments and did other behind-the-scenes activities. Quite a learning experience for me, as I'd never put together anything remotely similar. Thanks for all the help!

It was such a success those attending agreed another one be held "before the sun shines". So, those who live nearby, keep your eye out for the next one. Those living further away might even consider the trek. ~

Quality Review Team Report

November 2009

Heather Maxwell, QRT Coordinator

The Quality Review Team is responsible for fairly and independently reviewing the performance of the RSN and its contracted service providers to evaluate for systemic issues as outlined in WAC 388-865-0282 and provide to the TRSN Governing Board recommendations for improvements to the RSN system of care.

Happy New Year and thanks for another great year! The Volunteer Team met once in November for their regular meeting. Highlights of the meetings included:

QRT reviewed the Ombuds reports to look for trends and to keep informed of client voice. Concern was raised that there was only one child complaint in three months.

A discussion was had related to the upcoming Speakout event and the results of the first two events. The Wahkiakum County Speakout was hosted by the Johnson House in Cathlamet on November 13th at 1pm. See attached aggregated report for all three community forums.

The client satisfaction questionnaire and the survey used during outreach (including public forums/speakouts) were on topic again in preparation of the next mailing. Questions were reviewed and some were revised. The survey is revised every year before the mailing begins and the Team will be working on this revision next meeting as well as independently.

QRT visited five homes this month in the rural areas of Lewis County. The Centralia/Chehalis area adult family homes/boarding homes/assisted living facilities have not been visited yet. QRT are scheduled to make site visits to the remainder as soon as possible and there will be a report following the visits.

Regarding the Allied Provider Surveys: QRT Coordinator has received more allied provider surveys compiled another draft report. QRT members have not yet made recommendations; however, this is on their agenda for their next meeting.

As per Quality Management Committee direction, QRT no longer will be checking the comment box, as it is now an agency comment box for Cascade Mental Health Care in Morton. QRT Coordinator dropped off the key to the comment box to the agency.

This writer attended the TRSN's Advisory and Governing Board meetings and the TRSN Quality Management Committee meeting. This writer also connected with the TRSN's Advisory Board Chair. This writer submitted the QRT report to the Voices and Choices newsletter.

QRT Coordinator may be reached toll free at 1-877-736-3162 or at QRT@localaccess.com or by postal service at PO Box 1435 Centralia, WA 98531 Please feel free to contact with questions, concerns, or comments, or if you are interested in volunteering (from Pacific or Wahkiakum Counties, or Shoalwater Bay Indian Nation). ~

NAMI PACIFIC COUNTY

By: Kat Erskine

Tuesday, January 19, from 3:00-4:30, NAMI will welcome Tara Finch from the Wellspring Community Network, which NAMI has joined. Wellspring is a grassroots organization dedicated to serving the needs of children, youth and families in South Pacific County, with the focus areas being: Reducing Substance Abuse, Parenting, and Mental Health. It's a great opportunity for NAMI to join with others who want to make a positive difference in our community. A natural fit. Tara will explain what Wellspring is doing and what we can do to help. *Continued*

If you've never been to a NAMI meeting, or even if you have, I strongly suggest you come to this one. NAMI needs everyone interested in mental health to be involved. In this time of budget cuts, communities need to pull together. ~

Timberland's Regional Support Network Quality Review Team Speakout Aggregate Draft Report August-November 2009

12/1/09

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- Number of folks present: 30 total.
 - Number of folks surveyed: 20 total (although everyone present was offered the survey, not all folks participated).
 - Cascade Mental Health Care: 9
 - Willapa Behavioral Health: 15
 - Wahkiakum County Mental Health Services: 6

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- Does agency staff return your calls within 24 hours? **Yes=55%, No=30%, Mostly=15%**
 - Are you in charge of your treatment planning? **Yes=70%, No=5%, Don't Know=15%, Somewhat=10%**
 - Do you feel safe to ask questions or complain? **Yes=70%, No= 15% Not Always=15%**
 - Have you ever used the comment box at the agency? **Yes=40%, No=55%, What box?=5%**
 - Are you aware of the Ombudsman services? **Yes=85%, No=15%**
 - Do you have a crisis plan? **Yes=60%, No=30%, Don't know= 10%**
 - Did you know that you could have a crisis plan if you want or need it? **Yes=68%, No=32%**
 - Did you know that you can review your chart? **Yes= 47%, No=53%**
 - Do you participate in Day Treatment activities? **Yes=37%, No=53%, Don't know=10%**

What other kinds of social activities are you involved in? Pets, library, games, walking, volunteer work, AA, friends, NAMI, karaoke, family dinners, Avon, painting, bible study, shopping, dog walking, hanging with girlfriends, books, bowling, swimming.

- Did you know that there is a local mental health advisory board, which welcomes and uses client/family input to better services? **Yes=75%, No=25%**
- Would you prefer to be referred to as "consumer"=16%, "client," =53%, or **PEER (Person of Experience, Engaged in Recovery) =10%, N/A, by name, don't care=21%**.
- 76% of folks would like to have grief counseling available, while 24% do not.

Protocol was independently brought up in two events and dissatisfaction was heard.

Comment Box in Pacific County was at issue, as over 70% of folks surveyed thought the comments should be heard first at agency, then onto the TRSN. This was discussed at the QRT meeting, as well as the TRSN's QMC meeting, and as per the November 2009 TRSN's Quality Management Committee, the comment boxes are agency boxes rather than TRSN boxes.

Other comments: Crisis line needs work, day support is needed in Pacific County, rotate regional meetings to enhance participation (and provide daycare), chemical dependency needs help, it takes too long to get information from counselor after assessment, I feel that I received good care from my counselors, case managers fail to call back, and case managers fail to notify clients.

Budget Cuts: Behavioral Health Care Conference is no longer paid for so folks cannot attend, staff cuts make it harder to get appointments. ~

ATTENTION!!!

DID YOU KNOW?

Did you know that there is a team of people who are interested in the quality of public mental health client services, known as the Q.R.T.?

WHAT IS Q.R.T.?

Q.R.T. otherwise known as Quality Review Team, is a group of clients, family members and community volunteers coordinated by a Timberlands Regional Support Network employee. This team functions independently of the TRSN.

WHAT IS THE FUNCTION OF Q.R.T.?

The function of the Q.R.T. is to survey clients and family members of public mental health services via speakouts, community forums, surveys and other forms of outreach throughout the year bearing several goals in mind all filed under one purpose, IMPROVING CLIENT SERVICES IN MENTAL HEALTH.

HOW CAN I VOLUNTEER?

Volunteering for the Q.R.T. is simple. Call the number below.

CONTACT INFORMATION:

Quality Review Team serving Lewis, Pacific, and Wahkiakum counties.

Timberlands Q.R.T.

Heather Maxwell, Coordinator

Phone: 1-877-736-3162 (Toll Free)

Email: qrt@localaccess.com

PO Box 1435

Centralia, WA 98531

Statement of Publication

Voices and Choices is a monthly newsletter supported and funded by TRSN for articles by clients / advocates/ family members, Advisory and Governing Board members, QRT, QMC members, Ombuds and Providers. It is provided free to interested persons. Opinions expressed herein are those of the authors of the individual articles. Circulation is approximately 1,200.

Wahkiakum County Mental Health/Developmental Disabilities Advisory Board

The public is invited to attend these board meetings. They are held the first Thursday of each month at 3:30 pm at River Street Building, Cathlamet. Please note changes.

Please note -

If you have recently changed your address or phone number, please let your local Mental Health agency know, as this will help tremendously in trying to contact you in the event of staff illness, schedule changes, or to cut down mail returned as undeliverable.

If you want to be REMOVED from the *Voices & Choices* mailing list please call 1 800 392-6298 or email everman@trsn.org. If you are no longer receiving mental health services as a consumer at Cascade MHC, Willapa BH or Wahkiakum CMHS but want to continue getting *Voices & Choices* by US mail, call 1 800 392-6298 or email everman@trsn.org. Thank you.

The Editorial Board of *Voices & Choices* invites you to

Share Your Story

We believe everyone has a story to share and ideas to contribute. We invite you to submit a personal story, a tip on staying well, a book or movie review, upcoming MH recovery events, or information on national and regional mental health issues. Submissions may or may not be used in a forthcoming issue, and may be edited for length. The newsletter's basic goal is to inform, encourage, and inspire.

Please send articles to Cereice Cook
Email: ccook@oz.net or mail to: Cereice Cook, PO Box 486,
Port Orchard, WA 98366-0486 more information:
360-876-1122

WAHIAKUM COUNTY**NAMI WAHIAKUM**

PO Box 366, Cathlamet, WA 98612

There are no scheduled meetings at this time for NAMI Wahkiakum.

Interested individuals desiring to participate and set-up a meeting, or anyone interested in more information about NAMI may contact Colleen Bennett, 360-795-8630, or Chris Holmes, 1800-635-5989.

**WAHIAKUM COUNTY
MENTAL HEALTH SERVICES**42 Elochoman Valley Road,
Cathlamet, WA 98612

Including: Mental Health, Chemical Dependency,
Community Outreach, Developmental Disabilities
and Employment Center
360 795-8630

Toll Free: 800 635-5989Email: brightj@co.wahkiakum.wa.us**PACIFIC COUNTY****NAMI PACIFIC**

35504 "J" Place, Ocean Park, WA 98640

Kat Erskine, President, **Carol Wright**, Vice-
President, **Mary Bowers**, Secretary, **Rosi Sartwell**,
Treasurer/Membership Coordinator, and **Charlotte
Paliani**, Board Member

www.namipacificcounty.org

Meetings are the **third** Tuesday at 3:00 to 4:30 pm at
the Peninsula Church Center 5000 N. Place
(Washington Ave.) in Seaview.

WILLAPA BEHAVIORAL HEALTH2204 Pacific Ave North, Long Beach, WA. 642-3787
Mail: PO Box 863, Long Beach, WA 98631300 Ocean Avenue, Raymond 942-2303
Mail: P O Box 65, South Bend, WA 98586**Toll Free** (both locations): 800 884-2298Email: cumminse@willapabh.org**LEWIS COUNTY****NAMI LEWIS****NAMI Connection Recovery Support Group**

Only for those coping with mental illness.

Facilitated by trained individuals in recovery
Group meets **EVERY** Tuesday 6:00pm to 7:30pm
Emmanuel Lutheran Church, 1209 N. Schueber Rd
Centralia (bus #2) For more info: Ellalou 623-5619
Next meeting? Every Tuesday 6:00 to 7:30 pm

NAMI Educational Support Meeting

For **everyone** wanting to learn about Mental Illness.
Meeting is the **first** Tuesday of each month 6:00pm.

Vernetta Smith Timberland Chehalis Library
400 N. Market Blvd., Chehalis info Judy: 785-9668
Next meeting? January 5th 6:00pm to 7:30pm

NAMI Family Support Group

Only for family of those coping with Mental Illness
Group is the **third** Tuesday of each month 5:30pm

Vernetta Smith Timberland Chehalis Library
400 N. Market Blvd., Chehalis info: Sherry 748-4024
Next meeting? January 19th 5:30pm to 7:00pm

CASCADE MENTAL HEALTH CARE

135 West Main, Chehalis, WA 98532 /
2428 Reynolds Street, Centralia, WA 98531
748-6696 Main Street Location /
330-9044 Reynolds Street Location.

Toll Free: 800 559-6696Email: killillays@cascadementalhealth.orgWEB Site: www.cascademh.org**Other Useful Numbers and Sites**

Ombuds Services: Theresa Mahar
New toll free number **866 439-3064**
Email: maharthe@yahoo.com

For after hours emergencies...

Cascade Mental Health Care:
748-6696/ 800-559-6696

Willapa Behavioral Health:
Long Beach: 642-3787
Raymond: 875-9426
Toll Free: 800-884-2298

NAMI WASHINGTON

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