



JANUARY 10, 2018

CONNECTIONS

the newsletter for **Thrive Behavioral Network, LLC**

THRIVE-ING IN 2018

By **JEFF BRADLEY** • President & **LISA GASNER** • Program Administrator

Happy New Year! As we close out 2017 and as 2018 begins, it seems like the perfect time to reflect on what we've accomplished, the journey we've taken to get to where we are and the plans we have for an exciting, positive future.

We'd like to start by telling you how much we appreciate each member of the Thrive team and we recognize we wouldn't be where we are without the contributions made by each and every one of our employees. Thank you.

Last year the administration and central office teams expanded. We brought in new talent after identifying some gaps in overall program management and technical assistance and branding. Jody Langer joined our team in December 2016 and has made a strong presence in all of our programs in his position of Creative Technical Coordinator. He has assisted us in solidifying Thrive's name and logo through the internet, conference exhibits, and training events both internally and throughout the communities we serve.

In February 2017 we promoted Rob Benner from Program Director to Director of Program Management to assist Mary Johnston with managing our 17 Adult Foster Care programs located in various locations throughout Minnesota. Rob was a Program Director in Litchfield for Thrive for 5 years previously and brings a wealth of knowledge and experience to our 245D programs.

With the administration and central office teams in place and with the help of our incredibly committed employees, we are really proud of the strides we've made in achieving our goal of transforming our service offerings into best practices of mental health care while incorporating person-centered principles of care, and increasing our visibility in the communities we serve throughout Minnesota. We are earning a strong reputation as trusted caregivers and service providers in mental health. Furthermore, heading into 2018 we want our reputation for excellence and compassionate person-centered care to reach to other, more underserved and needed areas within our communities.

We know that because of the efforts of our phenomenal team, we not only navigated and survived 2017 in mental healthcare - we THRIVED. We want 2018 to be even more successful for the company, the individuals we serve, our communities, and for you. We experience the warmest feelings of gratitude when we travel around the state visiting each program, the employees, and the individuals receiving care and cannot overstate the amount of commitment and compassion our team demonstrates.

Thank you for all you do - Jeff and Lisa

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DUSTY BOLSTAD • From the Billing Department...

Happy New Year! Welcome 2018! The End of the year and the Beginning of a new year is a very busy time for the Business Office so I would just like to share some of the new changes for 2018 that will affect us and the individuals in our programs.

Social Security and Supplemental Security Income (SSI) benefits will see a 2% cost of living increase for the 2018 year. This means that the personal needs amount for the individuals we serve will be increased by \$2.00 for a total of \$99.00 monthly. This will change what they will owe for rent. Be on the lookout for more information to follow. Also we have reached out to DHS in regards to what the new deductible will be monthly, but have not received an answer as of yet. We will send an email to Directors once we have more information on that amount.

We will also be receiving new rates for some of our services that the Billing Department will need to enter into Credible once they are received. So if you have any questions on balances or rates, please let us know. We will communicate any more information we get on all of these updates.

I hope you all have a great New Year!

LORI WAGNER • From the Payroll Department...

Happy New Year from the Payroll Department! For your convenience, listed below is the 2018 List of Holidays that are recognized by Thrive Behavioral Network, LLC, as paid holidays for eligible employees:

- | | |
|---------------------------|------------------------|
| • Monday, January 1st | New Year's Day |
| • Monday, January 15th | Martin Luther King Day |
| • Monday, May 28th | Memorial Day |
| • Wednesday, July 4th | Fourth of July |
| • Monday, September 3rd | Labor Day |
| • Thursday, November 22nd | Thanksgiving Day |
| • Tuesday, December 25th | Christmas Day |

Did you know that Thrive Behavioral Network LLC offers a 401(k) plan for eligible employees – including an employer match?

Per our plan documents, "An employee is eligible for the plan after they have reached age 21 and have completed 1 year of service (1,000 hours worked during your 1st 12 months of employment or 1,000 hours during any calendar year)." If you are eligible for the plan, you will receive an informational packet from our third party administrator, who will send the information directly to you. If you have any further questions, please contact Lori at 320.255.9530, Extension 3.

A little bit of trivia: Esther House in Grand Rapids was acquired in 1992 and is one of the first homes where we started offering our services. New Castle (formerly Red Castle) was also acquired at this same time.

JENILEE ERICKSON • From the HR Department...

Open Enrollment finished with a bang this year! Thank you all for getting your materials submitted in a timely manner. Something else that comes with this time of year is snow, ice, wind, and slick conditions. Thrive Behavioral Network wants all of their staff to be safe and remain injury-free. Sometimes working in our climate during the winter months can feel more like survival of the fittest instead of just an everyday challenge. Below are some safety tips to help keep you upright this season:

- Don't walk with your hands in your pockets; doing so increases your risk of falling or completely losing your balance if you slip on ice.
- Wear mittens instead of gloves; your fingers touching each other inside the mittens helps to generate more heat than when separated in gloves.
- Make sure your tires have good tread.
- Don't let your gas get below ¼ tank.
- Warm up your muscles prior to going outside and shoveling.
- Keep rock salt and kitty litter on hand. Rock salt can melt ice on slippery conditions whereas kitty litter can give some temporary traction.
- Keep the following in your car: tin can, matches, candle, paper cup. Using these along with snow can give you drinking water in the event you are stranded in your vehicle.
- Keep a well-stocked emergency kit in your vehicle to include: first-aid kit, flashlight, blanket, non-perishable food, gloves, and hat.
- Walk like a penguin on slippery surfaces to help avoid slipping and falling.

Tread with caution during these wintery months and stay safe!

JODY LANGER · Creative Technical Coordinator

Are you looking to decrease your time on the computer while increasing your productivity at the same time? This may sound a little excessive, but keyboard shortcuts save time and make all users more effectively. Literally, the milliseconds of time that you take to move your hand off the keyboard over to the mouse adds up each and every day.

Each program you use has its own set of keyboard shortcuts, including Microsoft Windows, and this quarter I'd like to share some of the more common shortcuts I use to increase my productivity. Note: these shortcuts are intended for Windows users, and may slightly differ with Apple users.

Common Shortcuts Across Most Software

How many times do you look for a menu or dropdown to Cut, Copy and/or Paste text? Next time, highlight the text you would like to manipulate, and try these:

- **[CTRL + X]** - Cut
- **[CTRL + C]** - Copy
- **[CTRL + V]** - Paste

Web Browser Shortcuts

Do you need to open an additional browser window or tab? Open up Google Chrome or Microsoft Explorer, and try these:

- **[CTRL + N]** - open a new individual browser window
- **[CTRL + T]** - open a new browser tab within your current browser
- **[ALT + F4]** - close the current browser window

Microsoft Windows Shortcuts

Do you have multiple programs open, such as Credible in a web browser, a Microsoft Word document, and an Excel Spreadsheet? Instead of minimizing and maximizing your windows to find the program you need, try this:

- **[ALT + TAB]** - Hold ALT and hit the TAB key. Continue to hold ALT and hit the TAB key again to cycle through the programs/windows currently running. Once you have the program/window you want highlighted, let go of the ALT key and that program will come forward.



Do you have multiple programs/windows open and you'd like them organized on your screen? Give this quick tip a try:

- **[WINDOWS KEY + ANY ARROW KEY]** - The Windows Key, located on the lower-left with the Windows logo on it (as seen in the image above), in combination with a left or right arrow key will move your current window/program to that side of the screen. If you use the up arrow, it will maximize that window/program on your screen, and the down arrow will minimize it.

Finally, the most underutilized shortcut, simply pressing the **Windows Key** once to open the Start Menu. If you only click the Windows Key, your Start Menu will open with the cursor in the search box. You can then type the name of any program in there, and it will find it. Simply just hit enter to open it. Let's give it a try and open Microsoft Word with this method:

1. Press the **Windows Key** to open the Start Menu
2. Type **"Word"** to bring up Microsoft Word in the list
 - Make sure your Word program is highlighted in the list, which you can move through with your up and down arrow keys.
3. Press the **Enter key** to open Microsoft Word

Trust me! Once you become familiar with this process, it's faster than clicking on a shortcut icon or finding it in your start menu!

SEASONAL AFFECTIVE DISORDER

JOLENE HANSON · Treatment Director/Mental Health Professional

Feeling down and a bit frustrated with the cold wintery days? Who truly enjoys scrapping their windshields, shoveling snow, or bundling up?! I know that there are people out there that do enjoy the snow but, many people don't. The facts are, we live in Minnesota and this is something that we experience every year. While slight dissatisfaction is fine, true melancholy should not be a part of your winter routine. If you struggle with depression during this time of year, it's possible that you have a condition known as Seasonal Affective Disorder (SAD). SAD is a type of depression that is linked to the changes in seasons. Typically, symptoms begin (late fall or early winter) and end (spring or summer, sunnier days) at about the same times each year. However, some people experience the opposite and have symptoms that begin in spring or summer. In either case, symptoms may start out mild and become more severe as the season progresses.

The specific cause of seasonal affective disorder remains unknown. Research supports that the reduction of sunlight in the fall and winter can disrupt your body's internal clock, cause a drop in serotonin levels, and our natural melatonin levels. These disruptions can play a role in sleep patterns and mood. Some factors that may increase your risk of SAD include: being female (SAD is diagnosed more often in women than in men, but men may have more severe symptoms), your age (young people are at a higher risk of winter SAD), family history of depression, already having clinical depression or bipolar, and living far from the equator (decreased sunlight during winter months).

Symptoms of SAD can make even the simplest tasks difficult (going to work, interacting with supports, daily hygiene, housework, etc.). Potential symptoms include, feeling depressed on most days, little or no interest in doing activities that were once enjoyable, feeling hopeless or worthless, fatigue or little energy, altered sleeping patterns (insomnia or hypersomnia), difficulty concentrating, changes in appetite or weight, agitation, and/or suicidal thoughts. It should also be noted that those diagnosed with bipolar disorder can also be affected by the seasonal changes. In some cases, during the spring and summer, symptoms of mania or a less intense forms of mania (hypomania) can occur and the fall and winter can be a time of depression. Take signs and symptoms of seasonal affective disorder seriously. As with other types of depression, SAD can get worse and lead to problems if it's not treated.

If you have bipolar disorder make sure to tell your doctor. This is critical to know when prescribing light therapy or an antidepressant. Both treatments can potentially trigger a manic episode.

Treatments for sad include, light therapy (phototherapy), medications (antidepressants), psychotherapy (learning healthy ways to cope), lifestyle changes (get outside, make your environment brighter, exercise, utilize supports, etc.)

References

(1998). Retrieved August 15, 2017, from <http://www.mayoclinic.org/diseases-conditions/seasonal-affective-disorder/basics/definition/con-20021047>

American Psychiatric Association. (2013). Diagnostic and statistical manual of mental disorders:

DSM-5(5th ed.). Arlington, VA: American Psychiatric Association.

EMPLOYEE SPOTLIGHT · Darrin Albert



DARRIN ALBERT · Mental Health Professional

Getting to know Darrin...

1. Tell us about your personal and professional experiences that lead you to your current position with Thrive.

Hello all, my name is Darrin Albert. I have been working with Thrive for a number of years now. I received my BS and MS from North Dakota State University (NDSU). I have a unique position at Gull Harbour, in that I am both a Mental Health Professional (MHP) as well as a Certified Peer Specialist (CPS). I have been told that this dual-role is very rare in MN, and I am honored to fulfill it. I am fortunate in that I can view the mental health system through two lenses, as I am both a provider as well as a person who has "lived experience" with mental health challenges. On the one hand, my university experiences (and various trainings) have taught me the academic side of empathy, objectivity, scientific method, theoretical orientations, evidenced-based practices, and a myriad of other "Standard Operating Procedures" related to mental health. On the other hand, my first-hand experiences with mental health issues have taught me the human side of patience, empathy, advocacy, trust, and compassion. The "Ivory Tower" and the "School of Hard Knocks" have both been very beneficial in grooming me into the person I am today. There have been times when I have felt like a sort of liaison or "bridge" between both worlds!

2. What do you like most about your job?

What I like most about my job is actually being able to utilize my college and personal experiences in a practical manner. Not all are so fortunate, and there are many people out there who don't have the opportunity to actually use their background or training and "put it to the test." I have always been fond of psychology, social advocacy, and helping people. Working at Gull Harbour is a perfect place to "put into practice" what I know!

3. Who is one of your heroes or heroines?

Being tasked to choose one of my heroes, heroines, or role models, there are probably several (including fictional TV characters who present themselves with a certain charm, charisma, or striking personality). But restricting my options to real people, I think I would have to choose Carl Rogers. I really feel his ideas of empathy, unconditional positive regard, and genuineness are at the "heart and soul" of Psychiatric Rehabilitation, motivational interviewing, and Peer Support. I don't see these as mere values, but rather a highly refined skill set!

4. What are your two favorite cities in the world?

Hmmm.....my two favorite cities are probably London (and Fargo, of course!).

5. What is something about you that would surprise people?

I am an avid video game player and collector.

6. What values are important to you?

I highly value empathy, unconditional positive regard, and genuineness (as mentioned earlier). I also value the 12 PRA Psychiatric Rehabilitation principles (including such things as least-restrictive environment, being person-centered, community inclusion, and dignity of risk). I also highly value social justice and forgiveness. It's important to have faith in people, as it makes it easier for them to have faith in themselves (like the Pygmalion Effect illustrates).

I have been with Thrive since 2012, and it continues to be a rewarding and wonderful experience!

FACILITY SPOTLIGHT · New Visions Center

BROOKE THORSON

Treatment Director - New Visions Center

LOIS YLVISAKER

Treatment Director - Austin Manor

A little New Visions history for you!

According to:

<http://www.dchospital.com/about/history/>,

the building that the New Visions Residential program is located in was originally built in the 1890's and opened in 1899 as St. Luke's Hospital, with six beds. In 1926, it was remodeled following a fire and expanded to 22 beds and continued to service patients until 1955.

Having such a long-standing building results in the need for ongoing upkeep for the house to remain in working order. We often refer to the "mudslide" at New Visions that was in the basement. Copious hours were spent reducing the mud while making efforts to get things in place for the necessary repairs. This was a major improvement for New Visions that has been made in the last several months.



New Visions Center | current

New Visions has a Certified Food Manager that has developed a menu that includes additional food choices, a fresh salad bar, and home-cooked meals, all within the budget allocated. Our team was able to put together a full Thanksgiving meal served the week prior to Thanksgiving for all clients and family members they invited. It was a

team effort and was such an uplifting time spent with each other and for clients to spend with their families.

Milestones and New Visions Center, both located in Alexandria, have begun to collaborate more intentionally. Mental Health Professionals from New Visions have assisted Milestones at times, staff from each facility is able to attend trainings at either and have the potential to work across the sites if needed. Open lines of communication between programs has promoted more seamless transfers from one to the other and involvement in those transitions is more deliberate.

New leadership at New Visions has made efforts to expand on the work of the already fantastic and well-rounded team. This has included an upending of some of the long standing procedures with a renewed focus on customizing treatment for each individual. The continuation of changes implemented has assisted New Visions in hiring and retaining staff, allowing us to support more people in their recovery!



St. Lukes Hospital | date unknown

MARY JOHNSTON

Director of Program Management - HCBS

Person-Centered Care & Nurturing Self-Care Skills in the New Year

As we begin the New Year, it's common for us to reflect on the past and develop new goals for the present and future. Many of us are basically focusing on nurturing self-care skills. Looking at the past year, we take into consideration: What worked? What didn't? What goal do I want to repeat? What brought me joy? We are considering our intentions towards the commitment to changes we want to make in our own lives and routines for the upcoming Year.

The people we provide services to may have a similar New Year excitement with regrets and reflection, looking forward to making changes, renewing dedication to outcomes that were successful, and searching for ideas in setting new goals. We may provide direction in finding resources, creativity in the process of where to begin, and possibilities for implementation of new routines all the while supporting them to live the life they choose. Person-Centered approaches include promoting self-care skills while nurturing our own as the support person.

In the course of growing our skills in self-care and person centered strategies, we also are supporting the people we serve to do the same. Supporting them to feel connection, to strengthen relationships with friends, family, housemates, co-workers, and even pets. We focus on what gives them strength, joy and what keeps them centered. Consider the following for yourself and those we serve.

Source: Self-care skills training, part 3

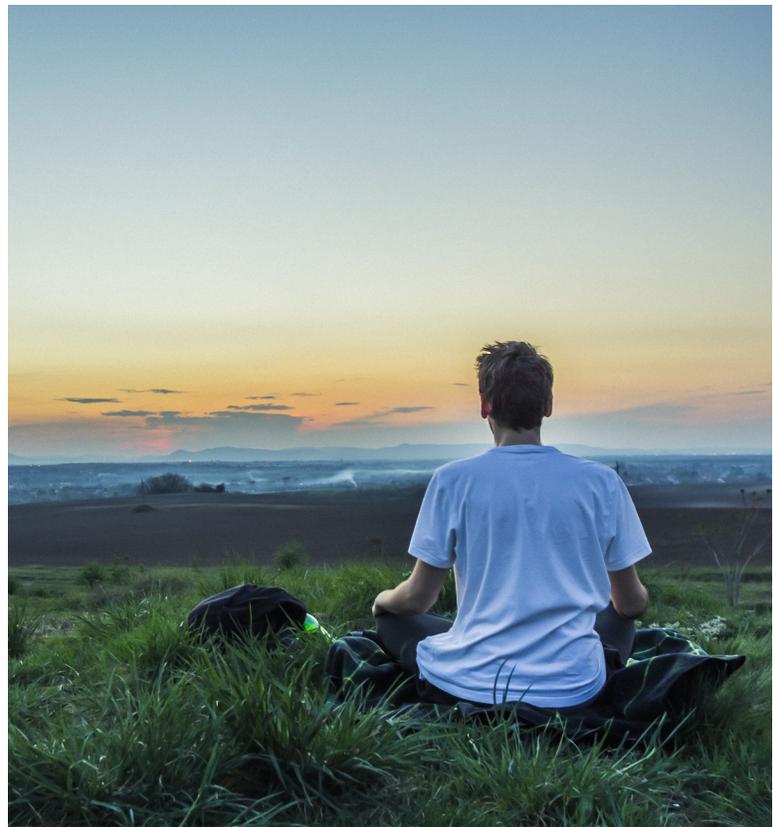
1. Join a community group with whom there is a common interest
2. Establish rituals with friends and co-workers outside of work and home
3. Have meaningful photos available to view and reflect.
4. Create new routines with friends, families and housemates.
5. Check in regularly with people you enjoy
6. Make time and plan for socialization and fun
7. Connect spiritually with others.
8. Stay connected with the people you draw inspiration from.

With Person-Centered Care, we do need to see the commonalities in promotion of growth and achievement. We and the people we serve have similar and basic needs:

- A desire to live where they are supported by and contribute to their communities.
- Wanting meaningful connections and relationships

As we reflect on our progress in our person centered approach thru the years, begin New Year's resolutions and renewed approaches and efforts, here are some required practices from Dakota County Person-Centered Strategies to consider:

- Promise to listen, and keep listening
- Promise to act on what we hear, what we can do today or tomorrow and to take action with supports
- Promise to be honest, if we don't have the answer let them know. We will help them find it. And letting them know their goal may take some time.



This new year, as mental health support persons, let's try to set aside a little extra time to take good care of ourselves at work and in our lives. We need to be focusing on self-care for ourselves to be effective in person centered support for others.

On the work front, maybe setting goals to nurture ourselves as role models, increasing our creativity in person centered care and quality services for those we serve and support in their own journey. That could come in the form of seeking some inspiring trainings or motivational speakers in your area, community involvement, community activities, visiting other facilities and meeting with Directors while sharing ideas in this person centered effort....Maybe finally reading that book you have been wanting to find time for or increase your activity during the day by a quick walk or some stretching.

The responsibility of providing person centered care to others takes immense creativity, continual practice, patience and dedication. It's a big job.

For this New Year, be good to yourself. Person-Centered Care requires you to take care of yourself to be the most effective. Find your balance as you support others in finding theirs.

"My mission in life is not merely to survive, but to thrive; and to do so with some passion, some compassion, some humor, and some style."

- Maya Angelou