

FEBRUARY
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INSIDE OYA

Listening forums guide the way to improvements

Our ability to help youth is getting a boost from OYA's "listening forums," which began early last year as a pilot project at MacLaren YCF.

Led by Mike Riggan and supported by Lynn Oliver, the effort involves several treatment subgroups whose recommendations for improvements crosscut business practices and youth service operations, and streamline overall efficiencies. These improvements are expected to benefit all facilities.

The **staff involvement** group, led by Mike Riggan, has implemented team-building meetings to enhance treatment, update job descriptions, improve living unit operations, and increase coordination of training.

The **training** group, spearheaded by Lynn Oliver and Sherry Sullens, has enhanced communications about training through development of distribution lists and targeted classification notices. As a result, more training information is posted on the training Web site, and a new Group Skills Facilitator training manual will be written.

The **paperwork reduction** group, under the leadership of Tom Anhalt and Lori Ramsay, is eliminating hardcopy documents and unnecessary duplication. Through employee surveys and by working with the Information Systems staff, the group's efforts have reduced paperwork duplication throughout OYA.

Consistency and fidelity, under the leadership of Erin Fultz, has created a content curriculum and checklists for group facilitation skills and staff characteristics.

Thanks to the **evidence-based treatment intervention** group, led by Mary McBride and Dr. Orin Bolstad prior to his retirement, OYA will be incorporating motivational interviewing into the training curriculum for direct care staff. Nick Sotelo and Gary Lasater will deliver training to OYA staff on motivational interviewing. Booster sessions for staff will begin this spring.

The **physical and mental health** group, led by Dr. Marcia Adams and Mary McBride, has youth safety reviews under way. Using the model of routine communication, coordination with OYA-contracted psychological and psychiatric staff and QMHPs, the outcome will improve mental health services.

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LEGISLATIVE UPDATE

The 2010 Legislative Session is upon us, and we are actively monitoring a variety of bills that have the potential to affect us. So far, 182 bills have been introduced and we are tracking 59 for possible impacts.

Unlike the regular session, this interim session attempts to condense the work of the Legislature into the month of February.

Two House bills could affect youth we serve.

HB3670 authorizes the Oregon State Police to adopt rules for predatory sex offender notice statutes and sex offender reporting and registration statutes.

HB3664 creates a new category of medical assistance for youth ages 18 to 21 who, immediately prior to their 18th birthday, were in substitute care paid for by a public agency.

OYA will continue to monitor bills and keep you informed about any legislation that may have a direct impact on the work of this agency.

The **correctional program checklist** group, led by Lee Lederer and David Molstad, identified areas where the CPC process could be improved. Individualized treatment hours now are accepted as part of the treatment hours needed for CPC. In addition, a CPC-certified list of trained evaluators has been developed by Sharon Pette. Sharon is now offering treatment managers a choice on who they would like added to their CPC Review Team.

The **programming** group, led by Wid

Thompson and Lee Lederer, has focused on youth vocational programs and streamlining the tracking of the skills youth are learning and how OYA records their progress.

Details about the listening forums can be found in the Outlook Public Folders or at www.oregon.gov/OYA/rpts_pubs.shtml#Listening_Forums.

OYA thanks these groups for the substantial improvements their efforts are making in our approach to treatment and the services we provide youth.

Coin Awards honor staff achievements



Welcome to the February issue of Inside OYA. I am particularly pleased that this issue features a list of the 2009 recipients of OYA's Coin Awards.

It's all too easy, in the rush of daily worklife, to forget to take the time to acknowledge our co-workers for going above and beyond to deliver a great product or service, for participating on a team that implements business improvements, or for stepping in during rough times to keep operations running smoothly. But I believe it is important to recognize and reward high-quality work and overall excellence.

There is so much to admire about the employees of this agency. In this issue

of "Inside OYA" are several articles about groups of employees who are working to make us more efficient and effective. And I encounter the same deep sense of purpose and dedication every day in my conversations with staff throughout OYA.

I thank everyone who received a Coin Award last year for your efforts on behalf of this agency and the youth we serve, and I thank every employee whose work is helping make OYA a better organization.

This is an agency filled with many talented people focused on building a better future for Oregon's at-risk youth. The dedication I see here will help us accomplish great things.

As we move forward with the many improvement initiatives we have under way, I look forward to seeing the names of many more Coin Award recipients appear in this newsletter.

Thank you,

A handwritten signature in black ink, appearing to read "Colette S. Peters". The signature is fluid and cursive, written over a white background.

Colette S. Peters
Director

Camp Florence strengthens vocational opportunities



Josh Nicholas (right) has a hands-on training session at KCST with Radio News Director Bob Sneddon (left) and Programming Director Calista Cates (center).

Camp Florence has hired a contractor to help older youth gain job skills before they return to the community.

Marc Barnum of Florence will bring his experience working in the trades plus his volunteer work with youth organizations to help OYA youth map career paths and gain on-the-job experience.

Camp Florence will be the first OYA facility to match youth with contractors to work on jobs in the community.

Barnum, who will work on contract rather than as a state employee, says youth will have access to a computer program to help them identify their interests, available jobs, and the skills and education they require. He hopes to develop on-the-job training opportunities in areas ranging from construction-related trades to restaurant food preparation and broadcasting. The contract calls for him to develop a vocational program that also includes such things as monitoring youths' online college courses and assisting with financial aid applications.

Barnum employed several OYA youth while remodeling a house last year, and also had several youth work with the sound crew for the annual Kiwanis

concert in Florence.

"I would like to see the youth gain a good work ethic, and to have the skills they need when they go out into the work force," he says. "I will tell them what I tell my kids – you're not doing the employer a favor, the employer is doing you a favor."

Clint McClellan, Camp Florence director, said he has seen the value youth receive from working in the community on work crews and as volunteers.

"The community accepts them so well and they get a sense of community," he says. "They begin to feel accepted in the community and know what that is like. That's huge."

CADC training pilot begins next month

OYA is about to begin a pilot program to prepare staff at the North Coast and MacLaren YCFs as certified alcohol and drug counselors.

Becoming a Certified Alcohol and Drug Counselor I, or CADC I, requires an educational component as well as supervised clinical hours of experience.

The education component covers:

- Basic counseling skills,
- Group counseling skills,
- Alcohol and drug abuse pharmacology,
- HIV/AIDS risk assessment and reduction, and
- Counseling ethics.

This training will be provided by Gary George, Ph.D., who is a CADC III. He has worked in correctional treatment settings providing direct services, clinical supervision, management and administration for more than 30 years.

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OYA COIN AWARD

OYA managers are encouraged to give Coin Awards to employees who demonstrate exceptional service.

Managers who would like to issue a Coin Award can request a coin from Angie Vanderford at angie.vanderford@oya.state.or.us or 503-373-7205.



Front of coin



Back of coin

2009 COIN AWARD RECIPIENTS

Titles and departments are from the date the awards were presented

Cathy Baird
JPPD
Washington County P/P

Martin Boge
Facilities Operations
Specialist
Tillamook YCF

Ronnie Brown
GLC
RiverBend

Jan Buddress
Diversion Specialist
Community Services

Dan Ferguson
GLC
MacLaren YCF

Carol Gillespie
ICJ Coordinator
Community Services

Rick Hayden
JPPD
Lincoln County P/P

Seantel Heisel
EBI Coordinator
Community Services

Lory Humbert
Superintendent
Oak Creek YCF

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Lee Lederer, treatment services coordinator, will facilitate and coordinate this pilot program. He and George will assist staff between training sessions by e-mail, telephone and the Web.

Upon meeting the education requirements, participating OYA staff must complete 1,000 hours of on-site clinically supervised experience including milieu/unit management and facilitating groups specific to alcohol, tobacco and other drugs (ATOD). The certification prepares staff to provide ATOD individual and group counseling under the supervision of a CADC II, CADC III or a QMHP with 60 hours of ATOD training.

Questions may be directed to Lee Lederer at lee.lederer@oya.state.or.us or 503-373-7541.

Character-building experiences

by Joan Palmateer

I know that it takes many experiences and challenges in our lives to develop a true sense of who we are, where we are going and how we wish to live.

I did not realize that the military had a profound impact on anyone who chose to stand for America and people of other countries. I know many of you out there are military veterans, currently engaged in the military or have a family member in the military. I believe I am beginning to sense to a small degree what you must experience in your lives.

I am the grandmother of Kyle, a young man who joined the Marines and then told us he was going. We wondered why, and in the state of the world today, we also worry. The difference from the young man who left us months



Kyle, with his grandmother, Joan Palmateer

ago, to the one I met a few weeks ago as a Marine graduate, is an emotional and humbling experience.

He stands taller, he walks and marches with purpose. He trained hard and says he is ready to do what his country needs of him. I wonder if he truly knows what the country will expect of him. No matter, he is committed. He is now made of another cloth, one that tells him he owes something to those around him. In his words, "This is my path, my journey and no one can take away from me what I will give to others."

I tell you all this because like those of you who know and understand the military, those of us who work here also know the meaning of giving to others, experiencing heartache and learning from those experiences as we give back to the lost youth in our care and custody.

I know one does not have to be in the military to earn "character." It comes from our experiences and those we are around in our life. That character makes us who we are and determines the respect and dignity we gain through our work and life.

Thank you for having the character and dignity to do this type of work!

As my grandson ends every letter and e-mail: "Semper Fi."

Group attendance and tracking coming soon on JJIS

It's not often a team receives a thank-you note saying, "Thank everybody for allowing me to be part of this dynamic and energizing process. From the work put in by all, this product appears to be a quantum advance in cooperation, transparency and simplification of documentation for treatment group attendance."

Those nice comments came from Brad Garner, a QMHP at Hillcrest YCF, and were directed to the 21 people who participated in development of the Joint Application Design (JAD) on Group Attendance Tracking.

For many months now there has been a work group focused on moving documentation from the mental health server into the JJIS youth notebook. One of the "ah-hah" moments from that work group was the realization that OYA needed a way to track group attendance and group notes in JJIS.

So, with the guidance of Don Crossley, Edie Hefter and Shawna Smith, and the clinical expertise of Brad Garner and Nick Sotelo, the JAD process started.

The Group Attending Tracking and Group Note features are expected to be available in JJIS in spring 2010.

The Group Attending Tracking feature will allow OYA to retire three forms and to:

- Give individual youth a listing of all their groups and activities when they need them,
- Provide data elements that can be incorporated into MDT reviews such as the number and description of groups and activities, and

- Provide a summary of groups for court reports.

The Group Note function will contain fields for a brief description of the group, the name of the facilitator, use of homework and role play. A field also exists for a confidential group note with restricted access for clinical information.

Thank you to everyone who participated in this impressive effort.

Statewide Facilities office changes name



PPO leadership team (left to right): Dan Dedera, Tracey Kreiger, Lynda Storm, Rex Emery, Arin Cloyd, Shawna Hill, Cole Miller, Mark Conners

After years of confusion around the similar names of Facilities Operations (correctional facility programs) and the Statewide Facilities Office (building maintenance and improvements), the Statewide Facilities Office is now Physical Plant Operations (PPO).

As part of Business Services, PPO is responsible for supporting the physical security, safety and maintenance of the buildings and grounds of each OYA institution. Included in PPO are all agency trades maintenance staff.

While organizationally part of Central Office, PPO is located on the second floor of the MacLaren YCF maintenance building in Woodburn.

2009 COIN AWARD RECIPIENTS *Continued*

Christine Jensen
*Foster Care Certifier
Community Services*

Ken Jerin
*Interim Superintendent
Rogue Valley YCF*

Tom Johnson
*Field Operations
Coordinator
Field Operations*

Dennis Kenna
*Parole Supervisor
Washington County P/P*

Dennis Kenna
*Field Supervisor
Clatsop, Columbia,
Tillamook, Washington
Counties P/P*

Lee Lederer
*Treatment Support
Coordinator
Treatment Services*

Mary McBride
*Clinical Director
Treatment Services*

Linda Minden
*Medicaid Eligibility
Specialist
Federal and State Benefits*

Heidi Olympius
*Program Trainer
Training Academy*

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2009 COIN
AWARD RECIPIENTS
Continued

Diana Pedregon
JPP0
Coos County P/P

Amy Pena
JPP0
Clackamas County P/P

Ed Pierson
Supervisor
Malheur County P/P

Mike Riggan
Superintendent
MacLaren YCF

Sid Thompson
Superintendent
RiverBend

Chris Whitnell
Executive Support
Specialist 2
Field Operations

Young women help local students and salmon



Students collect and study samples

In November 2009 the Oak Creek Young Women's Transition Program (YWTP) partnered with the Fresh Water Trust's Salmon Watch program to help teach a class from a Eugene middle school about healthy salmon habitat at Whitaker Creek.

Lori McGovern, a counselor at the YWTP, gave the girls a set of study guide handouts on the project so they could become familiar with environmental concepts, terminology, macro invertebrates (aquatic insects) and why they are important in determining the quality of salmon habitat.

The youth assisted students with collecting samples of macro invertebrates by using nets placed in the creek flow. The samples were later sorted and counted.

All three of the YWTP girls involved in the project demonstrated amazing skill at stepping outside their comfort zones into a new experience that allowed them to be of service to others. One girl noted how this was the first time she had led a group of kids who didn't know her past and couldn't judge her by her crimes.

Since 1993 the Freshwater Trust's award-winning Salmon Watch has been an effective environmental educa-

tion program serving middle and high school students in Oregon. Enabling students to witness spawning salmon, one of nature's great spectacles, coupled with classroom instruction and service learning projects, the program is designed to instill a deeper appreciation and understanding of the value of native wild fish, watershed conservation and environmental stewardship.

The purpose of policy updates

by Winifred Skinner

It seems like we are always changing or creating new policies. Am I expected to know all of these policies?

Good observation and question. Let's step back and see why it seems we are forever cranking out those policies.

Back in August 2006 the Council of Juvenile Correctional Administrators (CJCA) reviewed OYA's policy manual along with other juvenile justice agencies and standards. The review resulted in recommendations that sparked some new policies about employee conduct, the agency's mission and values, and field services. A new policy template and periodic review process was established, and the staff notification process about policy updates was changed.

During the past three years OYA has been reviewing each policy and either updating or repealing it as needed. So far we have reviewed 135 policies and have 43 to go. Staff are notified when policies are changed or repealed.

We try to limit these notifications by announcing changes every three months in a "policy rollout." You may remember looking at a PowerPoint, reading a booklet, or watching a DVD about

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certain policies. Those are the methods used to notify employees of changes.

No one expects you to remember all of the policies. However, there are some you are expected to know, which your supervisor will review with you during your annual performance appraisals.

Once we finish reviewing those last 43 policies, the number of policy changes will slow. We hope to be done with the reviews by the end of 2011, so hang in there!

OYA Go Oregon! projects under way



Oregon jobs are being created and retained as OYA manages \$9.2 million in Go Oregon! stimulus projects that support youthful offenders across the state.

The two largest projects, together accounting for approximately \$3 million, are:

- Construction of a new young women's transitional home in Albany to replace Corvallis House, which closed last spring; and
- Expansion of an underused building to centralize the Trask River High School serving 75 Tillamook YCF and Camp Tillamook youth.

Both projects will be completed this year.

Several other projects are also under way:

New touch screen door access control security systems are being installed at North Coast, Oak Creek, RiverBend, Rogue Valley and Tillamook YCFs. These systems take up the space of a computer screen. The old systems were about the size of two desks.

New computer-controlled, energy-efficient heating and cooling systems are being installed at Eastern Oregon, North Coast, Oak Creek and Rogue Valley YCFs. These new systems will allow maintenance staff to reduce the heat where it isn't needed and use a graphics-based system to trouble-shoot problems. The systems replace older and partially inoperable controllers. MacLaren YCF, the only facility with a central boiler plant, is installing stand-alone, energy-efficient HVAC systems at each building.

Laundry equipment nearing the end of its useful life was replaced at several facilities. Hillcrest YCF is replacing its 40-year-old refrigeration system, and the Tillamook facilities installed a shared walk-in freezer to enhance food service operations.

Other projects include constructing perimeter roads around Oak Creek and Rogue Valley YCFs for security and fire protection; making security improvements at the Hillcrest YCF Zeta Unit and remodeling the space for secure intensive treatment programs; improving RiverBend's sewage lagoon and effluent treatment system; replacing bleachers and sound-proofing at the Hillcrest YCF gymnasium; and completing a number of deferred maintenance projects at Hillcrest and MacLaren YCFs, including converting the MacLaren YCF pool house to a central visitation area.

ANNIVERSARIES

FIVE YEARS

Brad Garner
Hillcrest YCF

TEN YEARS

Kelly Dallum
Hillcrest YCF
Bradley Keith
Camp Tillamook
Donna Smith
Budget and
Contracts

FIFTEEN YEARS

Robert Davidson
Washington P/P

TWENTY YEARS

Mary Hunter
Lane P/P

STAFF CHANGES

Retirements

Ann Kupper
28 years

Transfers

Tom Decker
to MacLaren YCF

Departures

Oleg Fabyanchuk
MacLaren YCF
Amy Farmer
Rogue Valley YCF
Rachel Gemmil
MacLaren YCF
Emily Johnson
North Coast YCF

NEW HIRES

CAMP TILLAMOOK

Christopher Jager

EASTERN OREGON YCF

Dan Robertson

HILLCREST YCF

Loren Calkins

MACLAREN YCF

Chris Bauge
John Jones
Jason Snider
James Shinholster

RIVERBEND

Shayelynn Dickenson

ROGUE VALLEY YCF

Karen Holt

CENTRAL OFFICE

Jim Sellers

Tillamook staff and youth continue holiday volunteer efforts



Staff at Camp Tillamook and Tillamook YCF joined together in December to adopt a needy family for Christmas. After purchasing presents for the family's mom, dad, 4-year-old girl and 2-year-old boy, staff had enough money left over to buy the family a \$40 gift card and an entire ham dinner.

In addition, youth and staff at Camp Tillamook continued a tradition begun more than 15 years ago of providing a Christmas tree for the city of Sparks, Nevada.

Thanksgiving morning, Camp Tillamook youth and staff braved cold and wet weather to help secure a 50-foot-tall Douglas fir tree weighing more than 6,000 pounds onto a waiting log truck, dubbed the "Christmas Tree Express." Everyone worked together to carefully protect all the branches of the tree and wrap it so that it was narrow enough to be safely transported on the highway. The tree, which had been cut a few days earlier by loggers, then began the long drive to Sparks, where it served as the centerpiece of a week-long "Home Town Christmas" gala.

For their efforts, the youth received the gratitude of the residents of Sparks, the satisfaction of a job well done, and the

opportunity to eat doughnuts and drink hot chocolate and coffee provided by volunteers who assisted with the tree preparation.

Thank-you letter from a grateful parent

The following letter recently was received from a parent of a youth at MacLaren YCF:

I am sure you are used to getting complaints, but I hope to brighten, not darken, your day.

I want to express my appreciation, gratitude and a job well done to Mr. Jeff Canfield, Smith Cottage Manager at MacLaren Youth Correctional Facility.

My son has been in the care of MacLaren for almost a year, most of it spent in Smith Cottage under Mr. Canfield's supervision. It has been up and down for my son, but this is common with him. My son has a lot of mental health challenges and can present as a stubborn, non-cooperative person a lot of the time if you do not know how to reach his level of understanding and communication.

Mr. Canfield has taken the time to get to know my son and has allowed him time, space and patience, something this environment can be in short supply of most days. Staff at MacLaren have an extremely challenging job in taking care of and keeping these youth in line and I can appreciate the frustration they must endure most days. Mr. Canfield has never been anything but patient, understanding, cooperative and always willing to discuss and work out any issues. This has made my son's situation a lot less stressful.

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I really appreciate Mr. Canfield's efforts and success in making a really huge transition for my son bearable and without incident.

Please pass along my gratitude to the "powers that be." Thank you very much.

Kaufman sex-offender curriculum leads nation



At least five other states have expressed interest in Oregon's development of a sex-offender treatment curriculum, believed to be the nation's first such evidence-based program.

The curriculum, being piloted at the MaLaren and Tillamook YCFs, is being developed by Portland State University clinical psychology professor Keith Kaufman. Thirteen Eastern Oregon YCF staff also received training in the new curriculum last fall.

The cognitive, behavioral-based curriculum, whose eight modules support a year of treatment at three sessions a week, will replace a less-structured approach. The new curriculum may be rolled out statewide as early as this summer, when it also would be available to Oregon residential treatment providers and to states that request it.

"It emphasizes expanding youths' skills and enhancing their knowledge to

stay safe, avoid recidivism, contribute to healthy relationships and become a more productive part of the community," Kaufman says.

Mary McBride, assistant director for Treatment and Education Services, says staff and youth testing the curriculum are surveyed regularly so improvements can be incorporated. One of the challenges, she says, is developing a curriculum that works well for youth ages 12 to 24.

For example, the curriculum includes role-playing and exercises to teach healthy sexual behaviors, gives youth an opportunity to demonstrate they have learned the material, and stresses the importance of youth disclosing sexual histories to group facilitators who need the information to address risk factors. Some 35 percent of OYA's close-custody youth are sex offenders. Most sex offenders eventually return to the community.

For more information, contact Debbi Martin at deborah.martin@oya.state.or.us or 503-373-7325.

RiverBend hosts annual chili cook-off

Taste, texture, appearance and originality were all judged at RiverBend's December 17 chili cook-off.

GLC Scott Robarge beat the competition for the second year in a row with his "Wild Chili," earning him a dinner for four donated by Pizza Hut and an engraved plaque on display in the office.

All proceeds from the cook-off went to Toys for Tots through the local Salvation Army.

INSIDE OYA

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Director

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Deputy Director

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The deadline for each issue is the last week-day of the previous month. Send your stories for the March issue to Amanda Lowe-Davies by February 26. Articles received after that date will be held for the April newsletter.

