

June 2010

Source

A Quarterly Magazine for the Patients, Volunteers & Staff of the VA Southern Oregon Rehabilitation Center and Clinics



Cover: Joyce Button Volunteer

VA SORCC
8495 Crater Lake Hwy
White City, OR 97503
541-826-2111

Max E. McIntosh, PhD, MBA
VA SORCC Director

Dr. David Donnelly
Chief of Staff

Karen Allen
Associate Director
of Patient Care Services

Editor
Anna L. Diehl

Assistant Editor
Rhonda K. Haney

Editorial Board
Dan Kelly
Russ Cooper
Wolfgang Agotta
Katherine Dodd
Karen Allen

The VA SORCC, welcomes submission of articles of interest to our readers. The editor reserves the right to use and edit all contributed articles. Views expressed in this publication do not necessarily reflect the opinions of the Administrative Boards, Editorial Staff, or Department of Veterans Affairs.

A Message from the

Network Director

Dear Fellow Employees, Volunteers, Veterans and Friends of VA SORCC:

Last November, I sent an all employee message introducing the concept of the Medical Home. I explained VA's commitment to this ground breaking method of providing care and how VISN 20 was already supporting the effort. One example I gave was the distribution of \$5 million for improvements in primary care access. In the time since, those funds have been used primarily to supplement staff – this will ensure that our facilities have at least a Registered Nurse, Licensed Practical Nurse or Health Tech and clerk for every full time provider in Primary Care. New staff will be trained on the Patient Centered Medical Home and work together to provide outstanding care for our Veterans. Funds have also been dedicated for Health Promotion and Disease Prevention Program Managers and Health Behavior Coordinators.



During the week of April 19th, close to 130 VISN employees attended VHA's "Patient Centered Medical Home Summit." Hosted in Las Vegas, this was the largest VHA meeting in history, with almost 4000 participants traveling across the country to learn about new care delivery systems. At the Summit, it was stressed that VHA is driven by one mission: to provide every Veteran the best healthcare possible. Attendees learned how their roles in Primary Care, Women's Health, Mental Health, Social Work, Nursing, Pharmacy, Specialties, and Hospitals will support this mission.

Another important part of the VA Patient Centered Medical Home will be expanding the services available to veterans via MyHealthVet. Veterans will eventually be able to see their lab work and use secured messaging to communicate with their healthcare team. As a next step, an 18-month collaborative will begin in mid-July, and each VISN 20 facility will send teams of people to learn more about the Patient Centered Medical Home.

As we move forward, it will be important for us to more actively include Veterans in the care they receive. To that end, you will see more Veteran peer-led self management groups and Veterans will be asked to join committees and work groups. Recently, a contract was awarded to an outside firm to conduct Veteran Focus Groups within our VISN. This too will allow us to obtain input from those who use our system, as well as those who have not yet accessed our services. Each of these efforts will help improve our care delivery and provide the best possible outcomes.

Beyond the Medical Home project, the VISN continues to focus a great deal of resources on expanding Rural Care. Central Office recently provided us with an additional \$14 million of dedicated funding, and that money has already been distributed your facilities. The goal of this particular round of money is to enhancing Rural Health Care Delivery via fee care.

In support of these and other initiatives, I have charged each facility Director with the development of a twelve-month tactical plan which focuses on

continued on page 18

<http://www.visn20.med.va.gov/southern-oregon/index.asp>



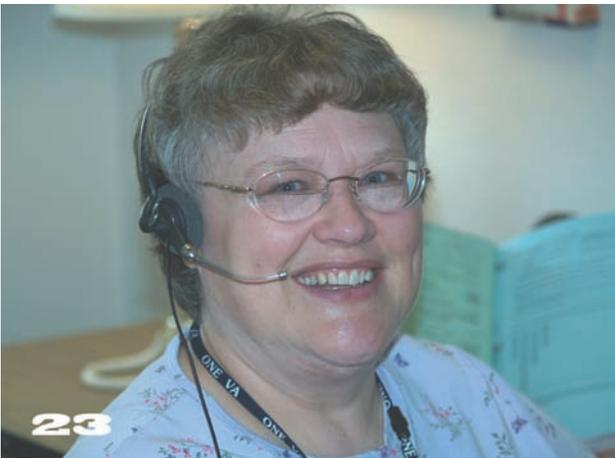
CONTENTS



10



3



23

Esteamed Bean Celebration

The Esteamed Bean celebrated five years of operation in April 2010. The “Bean” is part of the Compensative Work Therapy/Veterans Industries work adjustment program

5

Mortgage Scams on the Rise

You’re having trouble paying your mortgage bill. The possibility of foreclosure is weighing heavily on your mind.

6

VA SORCC Reaches Out

With the increasing number of women Veterans and those returning home from the military, the number of homeless women is increasing.

13

Recovery is for Everyone

CARF – mandated education on Recovery/Wellness Oriented Relationships and Practices as defined by SAMHSA.

15

The Medford Job Council and VA

The Job Council is excited and pleased to have a partnership with VA SORCC.

19

VA Marks 85 Years

Eighty-five years of enriching the lives of Veterans and all Americans through top-notch medical research was spotlighted April 26-30 when the Department of Veterans Affairs celebrates National VA Research Week.

25

Thank You Volunteers



VA's Voluntary Service is the largest volunteer program in the federal government. Men and women from their teens to their nineties become volunteer partners on the Department of Veterans Affairs (VA) health care team. The National Volunteer Week theme, "Celebrating People in Action," truly exemplifies the energy, compassion and commitment of VA's volunteers. Some bring special skills and knowledge, while others have a desire to explore and learn. Many come with a gift for working directly with patients, while others bring dependability to assignments behind the scenes.

At the VA SORCC, we currently have 513 Regularly Scheduled Volunteers. Fiscal Year 2009 volunteers provided nearly 74,000 hours of service. This equates to 35 full time employee which saved the VA approximately \$1.5 million in salary dollars.



VA volunteers perform a variety of duties at VA healthcare facilities, national cemeteries, regional offices and regional counsel offices. Their roles range from traditional ones, such as escorting patients and administrative duties, to creative activities, such as teaching arts, music and crafts. As VA has expanded its care of patients into the community, volunteers now assist VA staff in hospice programs, outpatient clinics, home-based primary care and outreach centers.

In honoring our volunteers during National Volunteer Week, Community Resources Development (CRD) distributed miscellaneous gifts to the volunteers and held a random drawing for a CD Player/AM-FM Boombox with remote and a RCA DVD Player. Of course, ALL of our Volunteers are winners but these prizes went to William Morris (Klamath Falls CBOC) - Boombox and Tom Piete (Grants Pass DAV Driver) - DVD Player.

And, a big show of appreciation goes out to the Veterans Canteen Service (VCS) for providing free cake and punch for the Volunteers!



In The Spotlight

Volunteers

by Tom Marshall



Girl Scout Troop 32085 and VFW Ladies Auxiliary distributing Girls Scout cookies

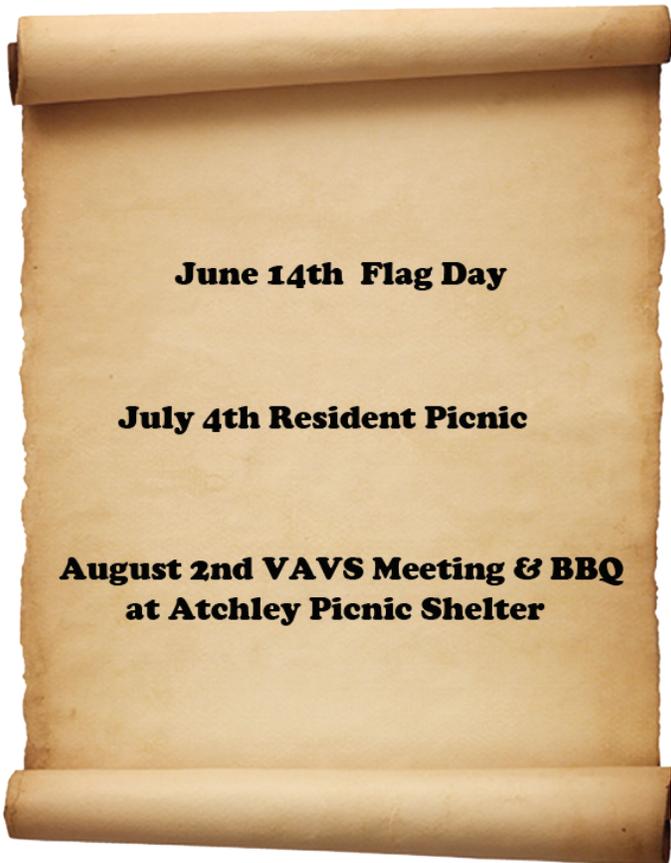
(left) April 17, Girl Scout Troop 32085 teamed-up with the VFW Ladies Auxiliary to handout over 100 boxes of free Girl Scout cookies and milk to our residents in appreciation of their service. The event drew over 75 residents who thanked the troop and auxiliary for the kindness.



Girl Scout Troop 32085 taking a break for a photo



Tom Marshall and Drawing winner Tom Piete



June 14th Flag Day

July 4th Resident Picnic

**August 2nd VAVS Meeting & BBQ
at Atchley Picnic Shelter**

So what's holding you back? Volunteer today!
541-826-2111 Ext. 3796

The Esteamed Bean Espresso Shop Celebrates Five Years of Business

by Dalton Maurin

“Coffee is the lifeblood that fuels the dreams of Champions.”-Will Ferrell from the movie *Kicking and Screaming*

The Esteamed Bean celebrated five years of operation on April 13, 2010. The “Bean” is part of the Compensative Work Therapy/Veterans’ Industries work adjustment program. CWT/VI also operates a wood products shop where Veterans manufacture pizza paddles which are then distributed throughout the United States, a laser engraving shop that produces award products and the like, and a frame shop that is open to the public.

When Dr. McIntosh approached our staff with the possibility of opening a coffee shop at the VA SORCC, the CWT/VI program stepped up to the task. The process began in January 2005 with the demolition of the old Canteen retail store. We uncovered six windows, once hidden behind rows of shelving, and allowed natural lighting to permeate the comfortable space. In addition to duplicating a cozy and friendly atmosphere of local coffee retailers such as Starbucks and Mellelo’s, CWT decided to incorporate a patriotic theme into its décor design. This project was a collaborated effort of Facility Management carpenters, painters, plumbers, and CWT staff. By the end of the project, approximately \$50,000 of CWT funds was utilized to produce a unique coffee shop in the VA system.

Of all the Veterans that have participated in

the Esteamed Bean barista training program, the majority have completed at least 60 work days. With emphasis on customer service plus learning basic espresso drink preparation in the training phase, the Veteran baristas gain valuable experience through this work adjustment program. It takes the worker about a month to get comfortable preparing the espresso drinks, taking customer requests, and operating the cash register. Each Veteran barista is asked to save their earnings that helps them to develop a “nest egg” that will assist in their transition back to the community. Additionally, they keep 100% of the customer tips.

The Esteamed Bean is open Monday through Friday, 7:30AM-4:00PM and averages of about 2150 customer sales each month. If you haven’t visited the Esteamed Bean yet, stop by and see what you have been missing. On any given day, you will be greeted by friendly baristas and usually a DVD concert on the wide screen. And last but certainly not least, the CWT program would like to thank our customers for their patronage and support.



Mortgage Scams On The Rise

If It's Too Good To Be True, It Is!

The VA Office of Security and Law Enforcement would like to pass on the following from the National White Collar Crime Center in regards to a new mortgage rescue fraud:

You're having trouble paying your mortgage bill. The possibility of foreclosure is weighing heavily on your mind. Sitting at your computer, you think all hope is lost until you come across an email that reads: "Get the professional help you need to keep your home and have peace of mind. What if I told you that we have plenty of lenders who can lower your rate so drastically that when all is said and done, you wind up paying only 1/3 of what you're used to paying!" What do you do? Some individuals see this as the perfect opportunity to solve all of their problems. Instead, they fall victim to mortgage rescue scams.

Mortgage modification and rescue scams are still on the rise. Typically, these scams take place via emails and phone calls. They all promise the same thing: modifying mortgage rates, rescue from foreclosure, help in stopping bankruptcy or just help getting your home sold.

Scammers claim they can do wonders for any mortgage problem but, of course, they charge a fee up front. They say they will talk to lenders for you as well. But once the fee is paid, everything changes. Some scammers have victims sign what they think are new loan papers. Instead, they are documents that sign over the ownership of the property. Others have you simply surrender your home in order to help sell it faster. Most, though, are simply after the money.

As with most scams, there are dire consequences associated with falling for any type of mortgage scheme. Victims will be asked to give personal and tax information which provides scammers with the ammunition they need to commit identity theft. If the scammers do talk to lenders, they will most likely misrepresent the victim, causing more harm than good. Some victims will be led to believe that everything is going smoothly until they start receiving default notices in the mail for missing their required monthly payments. Communication stops and scammers suddenly become inaccessible. Last but not least, victims will ask scammers for refunds but all they'll get is the run-around.

According to data pulled from the Internet Complaint Search and Investigation System (ICSIS), there were 241 mortgage-related complaints from January 1, 2009 to February 26, 2010. Of those 241 complaints, 114 involved actual monetary losses. A closer examination of those complaints showed one case that generated 18 complaints and losses totaling \$93,075. Another one triggered 21 complaints and losses totaling nearly \$58,000. Further investigation could reveal an even greater number of complaints and much higher monetary losses.

For information on avoiding scams, go to www.ic3.gov and click on Internet Crime Prevention Tips or Internet Crime Schemes.



National Nurses Week

The 2010 National Nurses Week theme was *Nurses: Caring Today for a Healthier Tomorrow*. This week was created to honor the dedication, commitment and tireless effort of nurses who give quality care for millions of patients every day of the year in promoting and maintaining the health of this nation. The VA SORCC recognized and honored the gift of caring that so many of our nurses embody in their day-to-day patient-centered activities during the week of May 6th-12th.

Nurses form the backbone of the healthcare industry. They give structure to the care we provide our Veterans here at the VA SORCC. Nurses serve as clinicians in providing direct patient care at various levels of practice from the nursing assistant to the advanced practice nurse practitioner. Nurses serve in administrative roles developing, managing and directing clinical programs including clinical support, quality management and education. Nurses across the nation lead the way in clinical research in their quest to identify evidence-based practice that exemplifies clinical excellence leading to positive outcomes in the most cost effective manner.

In 1953, Dorothy Sutherland of the U.S. Department of Health, Education and Welfare proposed a "Nurses Day" to be celebrated in October of 1954 marking the 100th anniversary of Florence Nightingale's mission to Crimea. This day to honor the nursing service was approved by President Eisenhower. Other Presidents have made proclamations to celebrate nursing's contributions including Presidents Nixon and Reagan. Beginning in 1974, Nurses Day has been celebrated in May to coincide with Florence Nightingale's birthday on May 12th. The recognition of National Nurses Week from May 6th to May 12th was made a permanent time of recognition by the American Nurses Association Board of Directors in 1993.



The American Nurses Association Facts:

- There are nearly 3.1 million registered nurses in the U.S.; 2.4 million of which are actively employed.
- Research indicates that advanced practice registered nurses can provide 60 to 80 percent of primary care services as well as or better than physicians and at a lesser cost.
- The nation's nurses rank first for their honesty and integrity, with 82 percent of Americans rating them "high" or "very high," according to a 2005 Gallup Poll. Nurses have consistently rated first every year but one after being added to the list in 1999.
- The link between adequate and appropriate nurse staffing and positive patient outcomes has been shown in several ANA publications and studies, including ANA's Nurse Staffing and Patient Outcomes in Inpatient Hospital Settings. This report, published in May 2000, found that shorter lengths of stay are strongly related to higher RN staffing per acuity-adjusted day and that patient morbidity indicators for preventable conditions are inversely related to RN skill mix. (ANA - Nursing World)

References:

American Nurses Association (ANA) - Nursing World

<http://www.nursingworld.org/FunctionalMenuCategories/MediaResources/NationalNursesWeek/MediaKit/NNWFacts.aspx>

Getting Past the Fear of Relapse

by Marleen Granas

Relapse isn't a four letter word but Fear is. Neither are something we should whisper about; it is something that needs to be addressed out in the open. That said, there is a lot of questions and foreboding over the possibility of relapse; will it happen to me and what can I do to prevent it. How does our fear of relapse limit us in recovery? This is a question often posed by many recovering addicts. Many have found that an unhealthy fear of relapse can keep us stuck in the mud. In other words, people might cling to their fear of relapse, not taking any steps outside their ring of fear. Instead, try to aspire to positive action and spiritual growth as a source of strength.



Fear of relapse may limit us because it keeps us focused on the negative, missing all the positive things that are around. Instead of framing our recovery discussions and efforts in a positive manner, we are merely jumping over mud puddles trying to avoid getting splashed. If we live in fear we are merely going through the actions but not really being true to ourselves. If we live in fear are we really living in the moment?

Somehow we need to pull our bootstraps up to gain faith in sobriety. It's true that some people get overconfident in early recovery and end up relapsing. But, sooner or later you've got to get past the fear of relapse and begin to live proactively. Intervene on your own behalf and take charge of your life. This is self initiated behavior that once you learn, you will begin to act in life not react. Stop waiting for life to happen and go live it. Act not react. Strength does not mean the absence of fear, rather having fear, accepting the fear, and working through it.

If you are maintaining sobriety by the hair on your chin, living in constant fear of relapse, then it is probably time to take a whole new approach. Trying something new and different, something you haven't tried before. Ben Franklin first pondered the true definition of insanity, the one that comes to mind has been shared in many meetings. This definition of insanity is doing the same thing over and over again expecting different results. If you refuse to set up a sober support network for yourself you will get the same result, relapse. If you refuse to get a sponsor then you will continue to live with your secrets eating you up inside. You are not alone and you are not the only one who feels this way. Some say you don't have to change much, just everything.

The best way to predict future behavior is past behavior. Do something different. Nothing changes unless something changes. Learn to say, "My past doesn't dictate my future". They are totally separate. Just because I have been through an excruciating depression in my past doesn't mean I will return to the same painful place every time my thoughts go south. Think of it this way: your brain is constantly forming. All things pass. NOTHING is forever ...like when shame is tolerable on the good days, but acts as a rock in our shoe on the bad days. We must learn to live through both experiences and come out with a stronger knowledge of our strengths.

Moreover, this too shall pass. Everything does. Tell yourself you will be okay. Even if you do get sucked up right back into the Black Hole, you will survive it. You have before. You can rely on the reserves of strength and wisdom that got you out of there before. Have a plan and be prepared. Have a sponsor or mentor and go regularly to a home group. Develop sober ties and activities to include church. Envelope your life with positive self affirming activities and be hyper vigilant to when you don't feel so self-affirming. Learn to listen and recognize what your body is telling you. Acknowledging our fear is the first step to getting free of its control. Naming the fear puts us in charge. Remembering that we have a loving Higher Power who won't abandon us, even in the midst of our deepest fear, can help us get through, too. Learn from the past rather than shut the door on it.

VA Cares About

Military Sexual Trauma

About one in five women and one in a hundred men seen in VA medical facilities report that they experienced Military Sexual Trauma (MST); that is, sexual assault or repeated, threatening sexual harassment that occurred during military service.

MST can affect Veterans' physical and mental health many years after the event. VA offers a variety of services designed to assist Veterans who have experienced MST. For example, treatment for physical and mental health conditions related to MST is available at every VA facility and is provided to Veterans free of charge, regardless of service-connection status. Veterans may be able to receive this free MST-related care even if they are not eligible for other VA care.

**Military Sexual Trauma (MST) Resources
For VA SORCC, White City, Oregon**
MST Coordinator: Donna Naglich, 541-826-2111 Ext. 3824
Grants Pass Vet Center: 541-479-6912
Klamath Falls (CBOC) 541-273-6206
Women Veterans Program Manager: 541-826-2111 Ext. 3366
VA Eligibility/Enrollment questions: 541-826-2111 Ext. 3109

Every VA facility also has an MST Coordinator who serves as a point of contact for Veterans and staff. It's important to remember, however, that every VA employee has the power to help Veterans recover from MST by responding sensitively to inquiries about MST, remaining knowledgeable about VA's MST-related services, and ensuring that information about Veterans' MST status is kept confidential.

Peace Officers Memorial Day And National Police Week

In 1962, President John F. Kennedy designated May 15th as Peace Officers Memorial Day, and the week in which May 15 falls as National Police Week. The Department of Veterans Affairs wishes to recognize and thank the men and women of the VA Police who stand firm as the cillities, protecting each of us, making it possible served our great Nation.

Protecting Veterans, their families, guests, is a twenty-four hour endeavor for the VA Po-sometimes placing their lives in jeopardy. As we has become increasingly more complex, posing serve additional hours of dangerous exposure,

Seven VA Police Officers have been killed in the sacrifice of all law enforcement officers and dedication. Their consistently high standards of performance are not only a credit to themselves, but also to those they serve daily.

VA Police Officers are a vital complement of our total effort to provide Veterans with first rate patient services. Please take a moment and thank them for their hard work, diligence, and dedication in the service of VA and the Veterans we care for.



VA employees, contractors and volunteers lice, with exposure to serious danger and well know, the law enforcement profession greater challenges, and requiring officers to above and beyond their regular duties.

the line of duty. It is fitting that we remember their families, and gain strength from their

These sources give us specific indications about Veteran vulnerability to suicide:

30,000-32,000 US deaths from suicide per year among the population overall.
Centers for Disease Control and Prevention

About 20% are Veterans.
National Violent Death Reporting System

About 18 deaths from suicide per day are Veterans.
National Violent Death Reporting System

About 5 deaths from suicide per day among Veterans receiving care in VHA.
VA Serious Mental Illness Treatment, Research and Evaluation Center

About 950 attempts per month among Veterans receiving care in VHA as reported by suicide prevention coordinators (Oct 1 2008 – Dec 31st, 2010)



VA Suicide Prevention Program

Facts about Veteran Suicide *We can help*

Every Veteran suicide is a tragic outcome and regardless of the numbers or rates one Veteran suicide is too many. We feel the responsibility to continue to spread the word throughout VA that “Suicide Prevention is Everyone’s Business”. Even though we understand why some may be at increased risk, we are continuing to investigate and taking proactive steps based on information we already know, with the ultimate goal of eliminating suicides among Veterans.

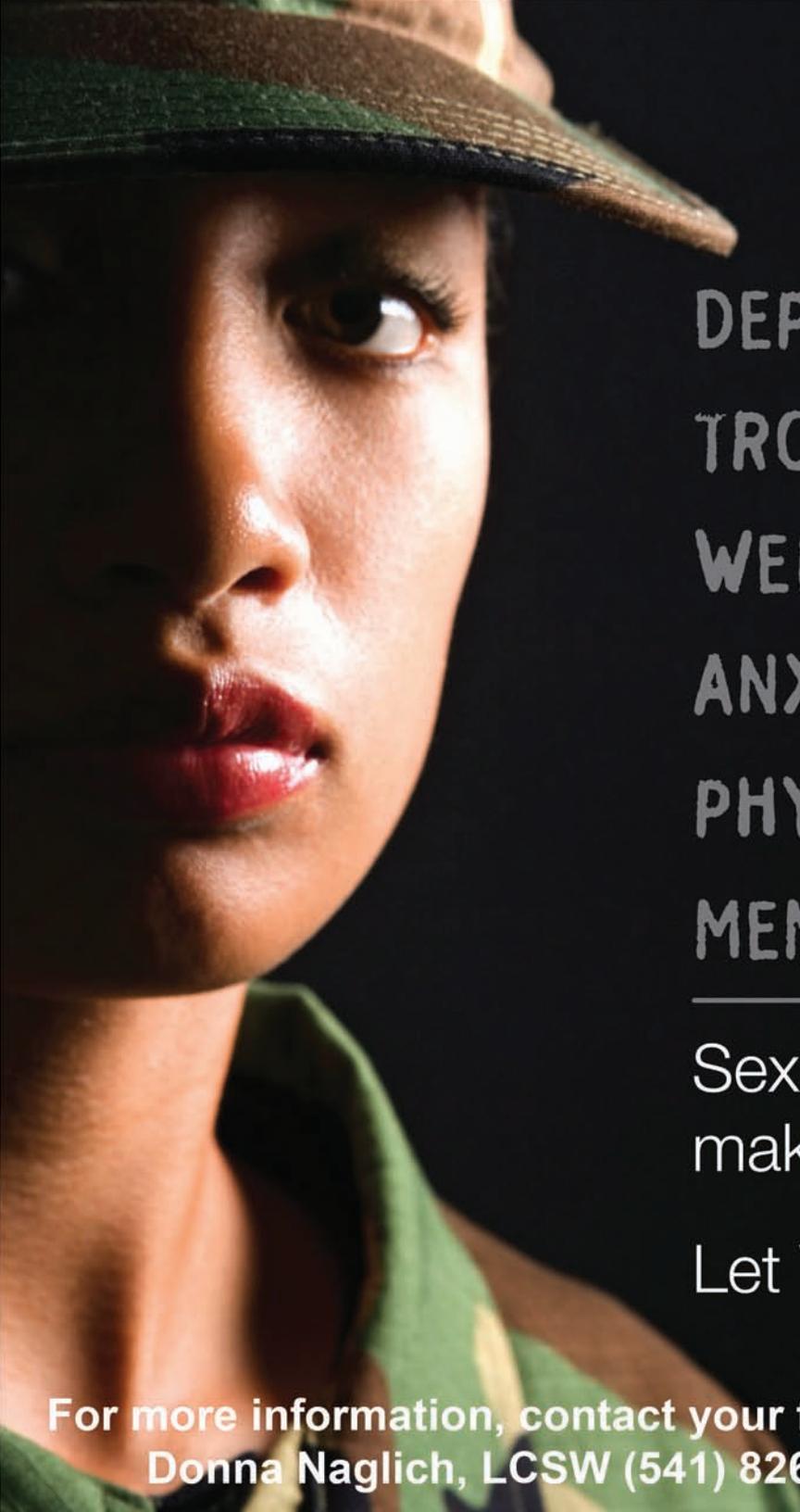
VA relies on multiple sources of information to identify deaths that are potentially due to suicide. This includes VA’s own Beneficiary Identification and Records Locator Subsystem, called BIRLS; records from the Social Security Administration; and data compiled by the National Center for Health Statistics in its National Death Index.

There is evidence of a 21% excess of suicides through 2007 among OEF/OIF Veterans when their mortality was compared to that of the US general population, with adjustment for age, sex, race, and calendar year.

A 24/7 Suicide Prevention Hotline. Veterans call the national suicide prevention hotline number 1-800-273-TALK and then “push 1” to reach a trained VA professional who can deal with any immediate crisis. More than 245,000 callers have called the hotline and over 144,000 of these callers have identified themselves as Veterans or family members or friends of Veterans. There have been over 7,000 rescues of actively suicidal Veterans to date. An on-line Chat Service was initiated in July 2009 and to date there have been almost 4,000 chatters that have utilized the Service. Several of them have been referred to the Hotline for immediate care.

Each VA Medical Center has a suicide prevention coordinator or team. The coordinators and their teams ensure that the Veteran receives the appropriate services. VA SORCC coordinator is Brenda Davis and can be reached at 541-826-2111 extension 3631.

WOMEN VETERANS HEALTH CARE



DEPRESSION
TROUBLE SLEEPING
WEIGHT CHANGE
ANXIETY
PHYSICAL PAIN
MEMORY LOSS

Sexual trauma can
make you sick.

Let VA help.

For more information, contact your facility's MST Coordinator
Donna Naglich, LCSW (541) 826-2111 extension 3824

★ *You served, you deserve the best care anywhere.* ★



Department of
Veterans Affairs

www.publichealth.va.gov/womenshealth
Women Veterans Health Strategic Health Care Group, VACO 04/2010

Katie Dodd

Young Dietitian of the Year Award



Katie with ADA President Jessie Pavlinac

Katie Dodd was recognized this April with the Oregon Dietetic Association's Recognized Young Dietitian of the Year award. Katie is a Home Based Primary Care Dietitian and the Coordinator of the MOVE Weight Management Program. The Young Dietitian of the Year award recognizes Registered Dietitians who are 35 years or younger, are members of the American Dietetic Association & the Oregon Dietetic Association, and demonstrate leadership in their field. Katie received her award at the Oregon Dietetic Association's 2010 Conference on April 16th in Wilsonville, Oregon where she had the opportunity to meet the American Dietetic Association president Jessie Pavlinac. Congratulations Katie!

Secretary of Veterans Affairs Message for Asian Pacific American Heritage Month

In May, a month of renewal and promise, we celebrated Asian Pacific American Heritage Month to honor the great amalgam of nationalities and cultures represented by more than 16 million Americans who trace their roots back to Asia and the Pacific. Their contributions have helped renew America for many generations. Their vitality and energy underscore America's promise of continued freedom and leadership throughout the 21st Century.

Too long relegated to the footnotes of American history, the accomplishments of Asian Pacific Americans are today widely recognized in all segments of American life – cultural, economic, political -- and in an area I am personally familiar with, military service.

I grew up with stories of heroism and dedication of Asian American soldiers who fought tyranny during World War II while fear and prejudice at home plagued their families. These men were and are my heroes and what they did during and after military service helped push this Nation to the understanding that diversity is one of its core strengths and a cherished American value.

Today there are more than 340,000 Veterans of Asian and Pacific Islander heritage and some 90,000 Asian and Pacific Americans serving in our armed forces—on active duty and in the National Guard and Reserves—with the same dedication and commitment as those who served in World War II, Korea, and Vietnam.

It is with great pride that I join the Department of Veterans Affairs in honoring these Veterans, and all our citizens of Asian American and Pacific Island descent, including some 17,500 VA employees, during Asian Pacific American Heritage Month.

Eric K. Shinseki

OEF-OIF Veterans

“Our Turn to Serve You”

The VA's OEF-OIF Program provides exclusive personal service to veterans returning from Iraq, Afghanistan, and many other “hostile fire” areas.



Chris J. Petrone, LCSW
OEF-OIF Program Manager
541-826-2111 x3230
541-531-3274 (cell)



Kristy Huddleston, MSN, RN
OEF-OIF Case Manager
541-826-2111 x3798
541-261-7843 (cell)



Cynthia Houston
Transition Patient Advocate
541-440-1000 x140175
541-285-3819 (cell)

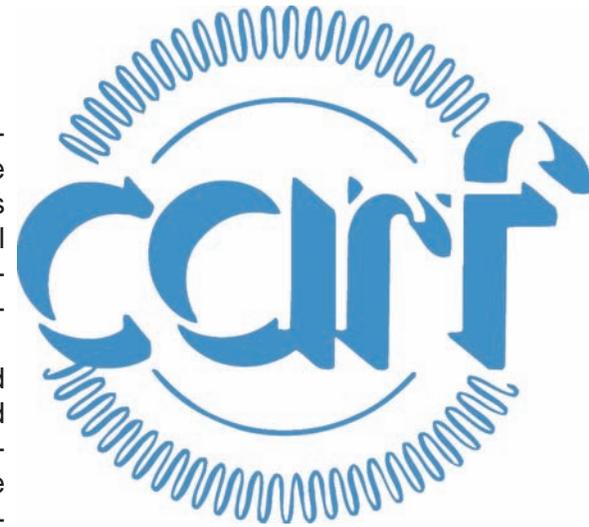
Please call one of the individuals above to learn more about the OEF-OIF Program and the benefits & services available to you through the Department of Veterans Affairs



Department of Veterans Affairs
Southern Oregon Rehabilitation
Center & Clinics

Recovery Is For Everyone

by Charles A. Moore, Ph D.



CARF – mandated education on Recovery/Wellness Oriented Relationships and Practices has given many front line staff at SORCC the opportunity to consider the value of the ten Fundamental Components of Recovery as defined by SAMHSA (Substance Abuse and Mental Health Services Administration). As of this writing, 116 Staff have participated in the initial sessions facilitated by the Local Recovery Coordinator.

The class initially approached each participant on a role-played "personal" level as though a member of a Non-Recovery-Oriented Clinic. Then the participants were addressed as members of a Recovery-Oriented Clinic. The non-recovery scenarios involved the opposite of 10 Fundamental Components of Recovery (SAMHSA) - Hope, Non-Linear, Respect, Empowerment, Peer Support, Responsibility, Holistic, Individualized and Person-centered, Strengths-based, and Self-Direction. The difference between the two Non-recovery and Recovery was demonstrated by Parent-Child transactions (frequent in settings that are maintenance oriented) versus Adult-Adult transactions (frequent in settings that are recovery oriented).

SORCC is in the throes of a significant culture change. If individual change can be a challenge, how much more challenging might it be for several hundred individuals to change in the same direction at approximately the same time? How much more difficult might it be when both overt behavior and covert attitudes are involved? These are examples of why it is important to identify the barriers to any recommended culture change. So each Recovery/Wellness class was invited to identify SORCC barriers to the full implementation of the Recovery Model. For the most part the illuminated barriers fit into four categories.

Awareness: Both Staff and Veterans need to become more aware of the attitudes and principles of Recovery and how much more rewarding the Adult-Adult transactions are compared to the power struggles involved in the Parent-Child transactions.

Perception of Power/Powerlessness: People express their "power" in different ways. Some lord it over others and feel powerful. Some find power in powerlessness, "submission" and "passivity," forcing others to take care of them. Recovery principles include the quality of Self-Directed but have we ever heard a staff member complain that a Veteran is "trying to run his own program"? Have we met Veterans who were too impaired on admission or just too pummeled by their history to have hardly any hope or resilience left: Me self-directed? You've got to be kidding!

Time is linear; Recovery is non-linear: One of the most often mentioned issues is time. Apparently time in residence at SORCC is being limited while simultaneously the non-linear nature of recovery is being acknowledged. Individual recovery has a wide range of time-lengths and is almost never a straight, totally predictable, line. Was the Veteran really ready for successful Community Reintegration or did the "time" just run out administratively?

Resources: Recovery may be resource intensive rather than cheap. Successfully individualized, Veteran-driven recovery may involve much more intensive collaboration between individual Veterans and individual staff than the old one-size-fits-all routines. Establishing Adult-Adult collaboration where it has not existed in the past may be no simple task.

Despite the barriers identified, SORCC staff in these informational sessions was uniformly upbeat and enthusiastic about implementing the Recovery Model.

Prescription Drug Abuse

by Marleen Granas

"The nonmedical use or abuse of prescription drugs is a serious and growing public health problem in this country. The elderly are among those most vulnerable to prescription drug abuse or misuse because they are prescribed more medications than their younger counterparts. Most people take prescription medications responsibly; however, an estimated 48 million people (ages 12 and older) have used prescription drugs for nonmedical reasons in their lifetimes. This represents approximately 20 percent of the U.S. population" (NIDA 2005). The abuse of certain prescription drugs-opioids, central nervous system (CNS) depressants, and stimulants can alter the brain's activity and lead to addiction.



Prescription drug addiction is the compulsive seeking and over-use despite harmful consequences of prescription drugs. Addiction can sometimes be difficult to diagnose since patients with chronic pain often do need frequent pain medication, and physical dependence can occur with many drugs taken as prescribed. A drug addicted body, however, requires the drug regularly to avoid withdrawal symptoms such as nausea, vomiting, and sweating, to feel good.

The types of drugs misused or abused the most are: CNS depressants such as barbiturates and benzodiazepines that are prescribed for anxiety or insomnia, pentobarbital sodium (Nembutal), diazepam (Valium), and alprazolam (Xanax). CNS depressants are used to treat anxiety, tension, panic attacks, and sleep disorders. CNS depressants slow down brain activity by increasing the activity of a neurotransmitter called GABA. The result is a drowsy or calming effect.

Another is stimulants which are the medications prescribed for ADHD (attention deficit hyperactivity disorder). Medications for ADHD would include methylphenidate (Ritalin) and amphetamine/dextroamphetamine (Adderall). Stimulants can be used to treat narcolepsy and ADHD. Stimulants increase brain activity, resulting in greater alertness, attention, and energy.

Opioids prescribed for pain relief is the group that is abused most often. Drugs such as methadone, morphine, codeine, oxycodone, and hydrocodone, and meperidine (Demerol) are used for several types and levels of pain. The problem with opioids is that they begin to be less effective over time which can tempt the user to increase their dose beyond what the doctor prescribed. Opioids attach to opioid receptors in the central nervous system (the brain and the spinal cord), preventing the brain from receiving pain messages.

The definition of misuse would be taking more than prescribed at one time. For example, taking two vicodin every 4-6 hours instead of the one every four to six hours as prescribed, using it for another illness not related to the prescription, or combining other drugs such as alcohol to gain a stronger effect. In these cases, this is where abuse and soon dependence may develop. If you were given the medication for a headache and your headache is gone but your back is killing you, don't take it. Not only would you be breaking your sobriety, you would not be following doctor's orders. When taken as prescribed by your attending doctor, medications can be effective when used properly.

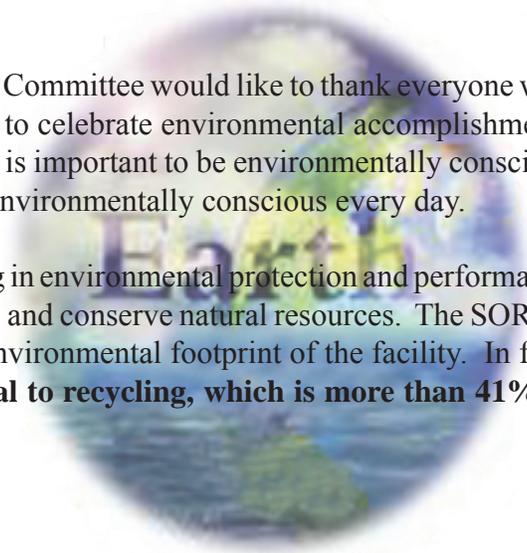
Some tips on how you can prevent falling in to abuse or dependence are:

- Let your doctor know about your past addictions.
- Ask your doctor to give you short prescriptions, that if needed he can renew.
- Ask for home remedies that could aid in your healing.
- Notify your doctor of all medications you are on.
- Let your doctor know how your medication is working for you.
- Take what is prescribed only. If given 1 tab twice a day, you must stay within those set parameters.
- Do not mix alcohol with your prescription.
- Keep in a safe locked box preventing children from getting a hold of them.
- Keep track of when you have taken your doses, this prevents any confusion.
- Call your sponsor/mentor daily to let them know how much you are taking.

SORCC Continues To Help Protect Our Planet

The SORCC Green Environmental Management System (GEMS) Committee would like to thank everyone who did their part to recognize Earth Day, April 22. Earth day is a time to celebrate environmental accomplishments and to look for new opportunities for environmental stewardship. It is important to be environmentally conscious on Earth Day but, it is equally important to do what you can to be environmentally conscious every day.

The SORCC GEMS program continues to strive towards advancing in environmental protection and performance through focusing on new ways to prevent pollution, minimize waste, and conserve natural resources. The SORCC now has more than twenty recycling streams that help reduce the environmental footprint of the facility. In fact, in 2009, **SORCC diverted approximately 432,000 lbs of material to recycling, which is more than 41% of our total waste stream.**



- Air conditioners
- Aerosol cans
- Antifreeze
- Batteries
- Cardboard
- Commingled
 - Paper, Newspaper, Plastic, Aluminum/ Tin Cans, Magazines, Phonebooks
- Electronics
 - Computers, Monitors and TVs
- Cooking grease
- Deconstruction Material
- Dental Amalgam
- Electronic Light Ballasts
- Fluorescent Light Tubes
- Glass
- Lead
- Leaves, Grass (Composted)
- Mercury
- Metal
- Pharmaceuticals
- Sawdust
- Shredded Confidential Documents
- Tires
- Used oil
- Wood Debris, Prunings, etc.

Please review the SORCC's list of recycled items **above**. It is each staff member's duty to reduce this facilities waste stream and recycle as many items as possible. If you require information concerning the location of recycling stations or the procedure for recycling any item, contact Seth Cooley at extension 3150.

For additional information about GEMS, contact Greg Martinen at extension 3694 or Seth Cooley at 3150.

A MESSAGE FROM THE SECRETARY OF VETERANS AFFAIRS TO ALL VA EMPLOYEES

The United States Congress established the Days of Remembrance as America's annual commemoration of the victims of the Holocaust. This year's observance begins Sunday, April 11, with Yom HaShoah, the Day of Remembrance, and runs through Sunday, April 18. The theme for the 2010 Days of Remembrance is "Stories of Freedom: what you do matters" and in this, the 65th anniversary year of the end of World War II, the United States Holocaust Memorial Museum is asking communities across the country to pay tribute to the Veterans who helped defeat the Nazis and liberate Holocaust survivors from years of suffering.

Even the brutality of war did not prepare our soldiers for the depths of human evil and depravity they encountered as they liberated the Nazi concentration camps. Their stories of bearing witness to the Holocaust remind us that individuals do make a difference. Remembrance not only obligates us to memorialize those lost to the Holocaust, but also brings home to each of us how quickly evil can spread when good men and women simply do nothing.

Our Veterans of World War II and wars since, and our military forces fighting for freedom today, know how fragile democracy is when not sustained by the protective vigilance of every citizen. We have important lessons to learn from the Holocaust and the Veterans who fought for freedom then and the men and women fighting for freedom around the world today.

...continued Network Director individual facility goals while aligning efforts with national priorities. VISN 20 is the sum of its parts. We need to work as a unit to serve Veterans in an integrated healthcare system that is in step with VA's strategic objectives as set by the Secretary. In addition to converting to a patient centered care model and expanding rural and telehealth, these objectives include:

- Ending Homelessness
- Improving Access
- Improving Mental Health

Each of these goals must be achieved in an environment which is Veteran centered, results driven and forward thinking. VISN 20 is the sum of all its employees and how we serve our Veterans. Our success depends of each of you. Please keep Veteran focused, as you welcome a returning OEF/OIF soldier, answer a request for information, provide outstanding service, and come to work every day energized by our mission and those we are so honored to serve. Be innovative, educate yourself about what is changing in your workplace and congratulate yourself on being a part of the best healthcare system in the nation. I thank you for your dedication to our Veterans and know you will honor them in all you do.

Sincerely,

Susan Pendergrass, DrPH
Network Director

During the Days of Remembrance, I ask that all VA employees reflect and learn from Stories of Freedom of Holocaust survivors and salute the Veterans who freed them. Learn more about the Days of Remembrance and the U.S. soldiers who liberated the Nazi concentration camps at the United States Holocaust Memorial Museum Web site <http://www.ushmm.org>.



12th Annual Women Veterans Tea

The Women Veterans Annual Tea to honor Women Veterans was first held in 1999 to honor military women, past, present, and future.

This year's tribute will be held at the end of August and if you would like to be added to our database to receive the annual registration packet or be a committee volunteer, please contact Doina Cismas-Jeffery at 541-826-2111, extension 3366 or email: doina.cismasjeffery@va.gov.

The Medford Job Council and VA SORCC

by Diann Ferriera and Paula Lupini Brooks

A Community Partnership in Action



The Job Council is excited and pleased to have a partnership with VA SORCC, where Job Council volunteer work experience participants receive an opportunity to learn on-the-job skills in various areas around the VA facility. This partnership allows both organizations to give back to the community, by helping individuals in need.

The partnership between the Job Council and the VA is not new. What is “new” is that The Job Council has a crew of a maximum of ten participants who are working at any given time.

The crew concept gives the VA SORCC supervisors a Job Council contact person on-site to hold work experience participants accountable for attendance and work ethics. The VA SORCC supervisors mentor, train and occasionally work side-by-side with the participants and, together, with the crew leader. Annie Morgan, Job Council’s JOBS Program Manager, states that “The goal of the crew work experience is to educate crew members in effective communication skills, goal setting, responsibility, dependability and team work.” Supervisors help to foster leadership and time management; assist in building self-esteem and self confidence. With these skills crew members can become an asset to any employer.

All participants are screened for compatibility by The Job Council before assigned to a crew. The Job Council crew leader and employment specialist meet together with each participant and decide on the area where this crew member will gain employable skills.

One part of the crew concept is to provide the opportunity to rotate the crew members to different areas so that they can be cross-trained in a broad spectrum of work skills and at the end of the three month training, hopefully the participant will have the skills to be able to find a paid job in the community.

The Job Council sincerely thanks the following VA SORCC staff for their expertise and for extending this opportunity to the volunteer work experience participants: Ralph Sinsel, Housekeeping Foreman; David Spears, Housekeeping Aide; Mike Lockett, Housekeeping Aide; Kevin Lee, Operations Foreman; and Ward Walters, Gardner.



“The VA SORCC Work Leaders make sure the worksite provides an appropriate teaching/training experience that participants can use to help pursue gainful employment.”

-Annie Morgan, Job Council

(above) Job Council volunteer work experience participants work on area around labyrinth, putting in pavers and bark



House Passes Landmark Bill to Care for Women Veterans and Provide Support for Veteran Caregivers

Washington, D.C. – House Veterans' Affairs Committee Chairman Bob Filner (D-CA) announced that the U.S. House of Representatives voted to approve S. 1963, the Caregivers and Veterans Omnibus Health Services Act, with a vote of 419-0. The bill creates a caregiver support program, improves health care services for America's women veterans, and expands the mental health services provided by the Department of Veterans Affairs (VA), among other things.

S. 1963, as amended – The Caregivers and Veterans Omnibus Health Services Act

Provides Caregiver Support

S. 1963 provides immediate support for veteran caregivers by creating a program to offer caregiver training, access to mental health counseling, and 24-hour respite care in the veteran's home. This allows caregivers temporary relief without having to leave the veteran at a medical facility. Veterans who served in Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) are eligible to select a caregiver to receive a financial stipend along with travel and lodging expenses associated with the veteran's care.

Welcomes Home Women Veterans

S. 1963 expands and improves VA services for the 1.8 million women veterans currently receiving VA health care – AND goes one step further by anticipating the expected increase of women warriors over the next five years. This bill seeks to build a VA health care system respectful of the unique medical needs of women veterans. For the first time, VA will be authorized to provide health care for newborn infants of women veterans. _

Prevents Veteran Homelessness

S. 1963 essentially expands the number of places where homeless veterans may receive supportive services. For veterans struggling without a roof over their heads, this small change in the law will make a big difference in their lives.

Rural Health Care

S. 1963 includes key provisions to improve the health care provided to our rural veterans by authorizing stronger partnerships with community providers and the Department of Health and Human Services. These collaborations will allow VA to offer health care options to service members living far from the nearest VA medical facility. S. 1963 also requires the VA to establish a grant program for veteran service organizations to provide transportation options to veterans living in highly rural areas.

Increases Mental Health Care Access

S. 1963 addresses the troubling reality of post-traumatic stress and troubling incidents of suicide among the veteran population. This bill requires a much-needed and long-awaited study on veterans' suicide and requires the VA to provide counseling referrals for members of the Armed Forces who are not otherwise eligible for readjustment counseling.

Other Veteran Health Care Provisions

- Creates a National Quality Management Officer to act as the principal officer responsible for the Veterans

continue on page 21

Health Administration's quality assurance program

- Provides for a pilot program studying the use of community organizations and local and State government entities in providing care and benefits to veterans.
- Requires the VA to contract with the Institute of Medicine to study the health impact of Project Shipboard Hazard and Defense.
- Creates a pilot program, which would provide specified dental services to veterans, survivors, and dependents of veterans through a dental insurer.
- Prohibits the VA from collecting copayments from veterans who are catastrophically disabled.
- Provides higher priority status for certain veterans who are Medal of Honor recipients.
- Requires the VA to provide hospital care, medical services, and nursing home care for certain Vietnam-era veterans exposed to herbicide and Gulf-War era veterans who have insufficient medical evidence to establish a service-connected disability.
- Establishes a position for the Director of Physician Assistant Services in the central VA office reporting to the Chief of the Office of Patient Services.
- Creates a Committee on Care of Veterans with traumatic brain injury.

"It is simply our duty as a Nation, when we put our men and women in harm's way, to care for them when they return," said Chairman Filner. "S. 1963 demonstrates America's commitment to the dedicated service members who have served in uniform and puts front and center the health care needs of veterans and their families. It is our pledge to them, that we have not forgotten the sacrifices they have made in defense of this country. We owe our veterans a debt of gratitude – and this bill represents an understanding that the sacrifices of our veterans are shared among us all as Americans."

The bill will next be considered in the U.S. Senate.

One of the many guidelines that the VA works to meet is the VHA Deputy Undersecretary for Health for Operations and Management, (DUSHOM) monitors. For 2010, the DUSHOM came out with a new Energy/Sustainability monitor. Basically it states that VA facilities like White City need to reduce their annual energy usage by 3% each year. Many of the ideas that will reduce energy usage at the VA facility can also be used to reduce home utility bills. When you leave your office for more than 10 minutes, turn off the lights. When you leave to go home at the end of your work shift, turn off your computer monitor and the window air conditioner if you have one. Also, consider buying Energy Star rated appliances for your home. Overall, Energy Star labeled office products use about half the electricity of standard equipment according to the Department of Energy. So, help the VA meet its DUSHOM requirement of 3% energy reduction this year and reduce your home utility bills at the same time.



VAEA

Veterans Affairs Employee Association

What is VAEA?

VAEA is your Moral Committee at the SORCC!

What do we do?

- Ice Cream socials for Members only
- Raffles
- Games and off-station family outings!
- Pizza Party For Members Only
- Halloween Costume Contest
- Entertainment For Employee Appreciation Day
- Annual Burger Burn Membership Drive
- Kans For Kids Drive-VAEA collects cans and the proceeds are donated to local Foster Parent Association.



2010 VAEA Board Members

President- Mary Hannah
Vice President- Beverly Teruel
Treasurer: Kathy Geiman
Secretary: Linda Hardy
1st Chair: Theresa Case
2nd Chair: Gloria Arenas

Join us and find out HOW GREAT VAEA CAN BE!!!

For More Information About Joining The VAEA Contact
Mary Hannah at extention 3254

VAEA Meetings are held the third Tuesday of every month!

Women Veterans

her story

I served in the Army during peacetime, my MOS –military occupational specialty was 91-Y the medical field in optometry/ophthalmology. I pretty much worked a normal civilian shift in a clinical setting. Of course, there were other various duties with which all enlisted military are tasked – CQ duty (charge of quarters), inspections, etc. During my military career there is one event that stood out in my mind that happened shortly after I arrived in Germany, about January 1984....

I stood in the snow just inside one of the entrances into the U.S. military hospital in Nurnberg, Germany, hoping that no terrorists would try to enter. I remembered the pictures down in the orderly room, near the First Sergeant's and Company Commander's office. I quickly realized, this was no typical day. The pictures showed the faces of the terrorists whom we were on guard against. As I stared at the young German peoples faces, I realized they looked like your typical college-age faces, they didn't look radical at all. Some of the faces had large X's through them indicating that they had already been "neutralized".

As I continued to stand in the cold and snow I adjusted my helmet, which wasn't the steel pot helmet that I'd been issued. No, it was simply a helmet liner, a purple one with the letters CP which stood for courtesy patrol. I wasn't carrying a weapon except for a billy club. I also held a radio. This was a "show-of-force", where the military was trying to say to the terrorists, "we're ready for you!"

I couldn't help but wonder what I would do if terrorists drove through the entrance. Hit the hood, CLONK! with the billy club perhaps and yell into the radio, "they're coming!!!" ??? I stamped my feet trying to keep out the encroaching cold and started pacing to try to keep warmer. At least the "shift" was only two hours long and then I could go back to the orderly room where we were temporarily being billeted during this high alert. Eventually the alert passed with the "show-of-force" apparently having been successful. Life on the Army post went back to normal. I eventually put on my regular polyester uniform and went back to fixing glasses.



Dr. Bomberg Recognized

Once a year during the month of March social workers across the nation celebrate the mission and achievements of Social Workers in making our country and the world, a better place, one person at a time. As part of our celebration we recognized staff who go way beyond to meet the needs of our Veterans. (right) Dr. Scott Bomberg our Chief of Dental at the VA SORCC received an award for his tremendous accomplishments in meeting our Homeless Dental Patients needs. Dr Bomberg was able to help the Homeless Program bring in more than \$240,000 from the VA Fee Program in Fiscal Year '09 which allowed hundreds of Veterans to receive emergency dental services in the community. Dr. Bomberg is a true example of a VA Clinician who goes the extra mile in meeting the needs of the Veteran.



JUNE 5TH & 6TH, 2010

13TH ANNUAL



**HONORING
ALL VETERANS**

HELD AT THE VA BASEBALL FIELD
V.A. SORCC
(FORMERLY THE VETERANS DOMICILIARY)
8495 CRATER LAKE HWY.
WHITE CITY, OREGON

**PUBLIC WELCOME
FREE ADMISSION**

**ABSOLUTELY
NO
DRUGS
ALCOHOL
OR
WEAPONS
ALLOWED**

**MCs: Bob Tom & David West
Arena Director: Lynn Schonchin
Head Man: Abbey Summers
Head Woman: Vickie Butler
Host Northern Drum: Steiger Butte
Host Southern Drum: White Hawk
Singers NW
Contract Drum: White Swan
Gourd Drum: Jononaai**

Saturday

**Gourd Dancing 10:30 AM
Grand Entries at 1:00 & 6:00 PM**

Sunday

**Gourd Dancing 10:30 AM
Grand Entry at 1:00 PM**

**FOR MORE INFORMATION
Max McHatton 541-840-2565**

Under the Auspices of the
Southern Oregon Indian Center



VA Marks 85 Years

of "Discovery, Innovation and Advancement"

Eighty-five years of enriching the lives of Veterans and all Americans through top-notch medical research was spotlighted April 26-30 when the Department of Veterans Affairs celebrates National VA Research Week.



On April 22, Deputy Secretary of Veterans Affairs W. Scott Gould was joined by disability advocate Lee Woodruff and country music star - and Iraq and Afghanistan Veteran - Stephen Cochran at VA's Central Office in Washington to kick off the official 85th birthday party for the Department's research program.

"The rich history of accomplishment by VA researchers has improved Veterans' lives and advanced the practice of medicine throughout the country," said Gould. "The innovative VA researchers who turn so many hopes into realities are truly national treasures."

VA, which has the largest integrated health care system in the country, also has one of the largest medical research programs. This year, nearly 3,400 researchers will work on more than 2,300 projects, funded by nearly \$1.9 billion.

VA's research program was recently in the news when the prestigious New England Journal of Medicine published the results April 16 of a study by VA's Albert Lo of Providence, R.I., to use robotics to improve the recovery of stroke victims with impaired use of their arms and hands.

Gould noted the most recent space shuttle flight on April 5 carried to the international space station a VA research project to study the impact of aging on the human immune system. The study is overseen by Dr. Millie Hughes-Fulford, a VA researcher in San Francisco and a former scientist-astronaut who flew on the space shuttle in 1991.

"From the development of effective therapies for tuberculosis and implantable cardiac pacemakers, to the first successful liver transplant and the nicotine patch, VA's trail-blazing research accomplishments are a source of great pride to our Department and the nation," Gould added.

In 1977, VA researcher Rosalind Yalow was awarded the Nobel Prize in Medicine for developing techniques that measure substances in the blood with great accuracy. Her work brought about "a revolution in biological and medical research," according to the Nobel Committee.

Eighteen years before, in 1959, Dr. William Oldendorf, a VA researcher in Los Angeles, built a unique device to measure blood flow in the brain with only \$3,000. He went on to create something even more remarkable-- a prototype for the first computerized tomography (CT) scanner.

"Examples of this dedication and advancement are not limited to history," said Gould. "Today's committed VA researchers are focusing on traumatic brain injury, post-traumatic stress disorder, post-deployment health, womens health and a host of other issues key to the well-being of our Veterans."

Dr. Naymik Retires

After 12 years of service

Q&A with Dr. Naymik:

What things do you have planned when you retire?

My wife Sue, is the chair of the Naymik Quality Management Committee whose primary task is the generation of a honey-do list, which he will devotedly address. Thankfully, mandatory training is not a requirement for the Naymik QM workgroup and Dr. Naymik remains in compliance (although barely according to Sue).

Dr. Naymik did confess that he's looking forward to retirement with several plans to keep busy. He enjoys gardening, backpacking, kayaking and bird watching. He and Sue have plans to travel to the Rocky Mountain National Park in August for three weeks of communing with nature. He's also looking forward to spending more time spoiling his five grandchildren, three of which live locally. Of course he will continue to play his fiddle and plans on visiting SORCC regularly to play with the PEE Band.

What will you miss most about SORCC?

The people I worked with

What will you miss the least?

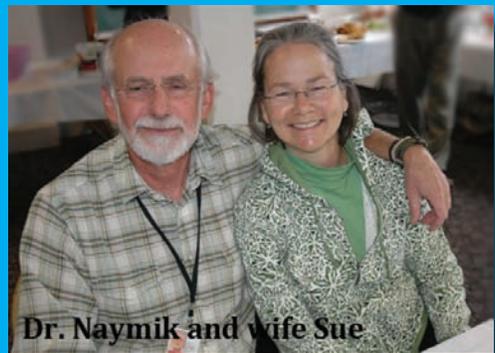
Mandatory Training!

What is your favorite memory?

Weekly jamming sessions with the PEE Band

What is your funniest memory?

When Lewis Pincock would go around singing Happy Birthday to various staff members.



RESULTS OF THE AFGE ELECTION

President: Ron Duncan

Vice President: Robbie "RJ" Beadle

Treasurer: Debbie Starr

Secretary: no nominations, this position will be appointed by the executive board

Members at Large: Colleen Corson, Rodney Grabenhorst, Kim Meredith Mate, Vickie Roberts

The AFGE Local Union 1089 Officers named above began their 2-year term of office on, April 22, 2010.

VAEA Mothers Day Raffle Winner
Sharon Winningham

Two Shakespeare Festival Tickets

Congratulations Sharon!



Dear TSP Participants:

Have you taken a close look at your finances lately? Do you know how much you have in savings or how much your debt is costing you? Do you know if you have adequate insurance or if you've missed out on any tax deductions? If you don't know the answers to these questions, then it's time for a checkup. April is Financial Literacy Month, a nationwide initiative supported by public and private organizations whose goal is to emphasize the importance of smart money management. You can visit www.financialliteracymonth.com where you'll find tools and worksheets to help you on your path to financial wellness.



A critical part of that wellness is your retirement. At the TSP, one of our goals is to provide you with information to help you plan for the years after you've stopped working. According to the Employee Benefit Research Institute's (EBRI) 2010 Retirement Confidence Survey, 27% of workers surveyed said that they have less than \$1,000 in savings, and more than half reported that the total value of their savings and investments (excluding their primary residence and any defined benefit plans) is less than \$25,000.

Those statistics are alarming, especially when you consider that absent a substantial defined benefit (pension) plan, the primary source of your retirement income will be the money that you set aside yourself. But for many people, the hardest part is knowing where to begin. For example, have you calculated how much income you think you'll need in retirement? The EBRI survey indicated that less than half of workers have even tried to make that determination. That's why it's important to have a plan.

One place to start is the TSP website, www.tsp.gov, where you can use the online calculators to estimate how much you'll need to save for retirement or project what your current account balance may grow to in the future. You can also learn about all of the TSP funds, including the Lifecycle (L) Funds, which allow you to choose an investment tailored to the time when you think you'll begin withdrawing your TSP account. Saving with the TSP is easy because your contributions come out of your pay before taxes are withheld. It's also inexpensive—our administrative expenses are far below the market average, which means you get to keep more of your money.

Gregory T. Long
Executive Director, TSP

Employee News

Submitted by Human Resources

WELCOME ABOARD:

Primary Care Service Line: Dr. David Snook
Clinical Support Service: Nick Olivas
Clinical Support Service: Jenny Schmidt
Public Safety: Don Jeter

MOVING AROUND:

Clinical Support: Cecilia Howard, RN CCHT

RETIREES:

Dr. Robert Naymik

TRANSFER:

Jason Jackson, Boiler Plant Intern - transferred to South Texas Veterans Health Care System
Dr. Bomberg, Chief, Dental Service – transferring to Phoenix VA Health Care System
Phil Hawkins, SPD, Clinical Support – Transferring to Clement J. Zablocki Veterans Affairs Medical Center

Diane Galley

25 Years of Service

by Stefanie Martin



Diane Galley

Diane Galley, an original “valley girl”, was born and raised right here in the Rogue Valley. Diane and her husband of 20 plus years have two children and seven grandchildren. Diane served in the United States Army from 1970-1975 and was stationed in Panama. She began her VA career at SORCC in 1988 working as a temp retiring medical records. In 1985, she entered her present position as one of the “four” original case managers and one of the “three” psych tech’s administering the ASI to newly admitted patients. Her past collateral duties include Halfway House Coordinator and MVPC (Minority Veteran Program Coordinator).

Diane enjoys fishing and RV’ing together. Diane’s passion is crocheting afghans which she gives away to staff. A few years ago, one

of Diane’s afghans went with a staff person on active duty to the Gulf War. Diane also won a “Grand Reserve Champion” ribbon at the Jackson County Fair for her very first submission which was a doily.

Diane is admired by her coworkers for her vast knowledge of VA services available to Veterans, and her commitment to support Veterans who are creating a new life for themselves focused on wellness and recovery.

A few comments that Diane’s coworkers have to say about her:

Hers is the first smile I always see in the morning and it sets the tone for the day---thank you Diane for the smiles and for being there to help answer questions whenever I bug you!! Best wishes for whatever the next 25 years will bring you and yours!-Tamara

Diane has ALWAYS put the Veterans first when providing care/services throughout her many positions and years at the SORCC. This dedication is evident by the praise and comments given by our residents who have worked with her. It has been my pleasure to work with Diane and to be considered one of her friends. -Jinx

Diana is such a multi-faceted individual. She is a Veteran, wife, mother, grandmother, and dedicated employee. She has many personal interests including camping and crafting. Her crocheted afghans are a coveted item among her large circle of friends.- Shawn

I remember the time when she was looking all over for her cell phone that was constantly ringing; only to find out later that her colleagues had put it in one of the ceiling tiles in her office. What a great sport... -Dahna

Diane is creative in the way she deals with patient’s problems. She makes Veterans she works with feel very comfortable.-Nora



Dear VA,

Each year the VA SORCC hosts myriad interns from various schools and universities. Portland State University (PSU) has had a long time partnership with the SORCC and numerous students have had the opportunity to learn in the dynamic VA environment. Diverse programming, dedicated staff, a broad scope of experience, and a chance to work with and learn from our nation's Veterans are some of the reasons why the VA is an excellent placement for students.

Currently four PSU Masters in Social Work (MSW) students are placed in a variety of programs at the SORCC. Patrick Christenson is interning in the HUD-VASH program. Valerie Neck is working with the OEF/OIF program and has created and is co-facilitating a grief and loss support group on station. Susan O'Connell, an employee of the VA, is currently doing her internship with the HBPC program, and I, Rachel Sol is under the tutelage of the PRRC team and also facilitates support and activity groups for Laurel Pines Veterans. All four interns worked together on a presentation offered to Social Work Service and related staff in May. The presentation featured an innovation in social work called anti-oppressive practice, which is a foundation for PSU's School of Social Work.

Within their respective placements, interns started by observing VA social workers and then move on to more interactive service such as providing supportive counseling to Veterans, co-facilitating groups or classes, completing program-specific projects, including research, and conducting assessments. Throughout the year interns are provided on-going group and individual supervision by Licensed Clinical Social Workers (LCSW) employed by the SORCC. The coursework students complete during the school year parallels the skills students use in their practicum sites.

MSW students interning at the SORCC have the unique opportunity to complete rotations, where each can experience several programs within the course of a school year. This gives each student insight into different Veteran issues, treatment modalities, and the role of social workers in varied settings. In addition, interns are able to attend VA functions and meetings to gain a greater sense of the community and integrity of the SORCC. For example, this year's interns have attended ELP graduation, Women's Sweat Lodge, program staff meetings, the Director's meeting, Women Veterans Advisory Committee, and the Diversity Committee meeting.

Thank you, VA SORCC, for providing students with a valuable opportunity to learn and grow as social workers!

Rachel Sol
SWS Intern

Why VA Information Protection Week?

Ask GOOGLE!

Since Google disclosed in January that Internet hackers stole information from its computers systems, the details of the theft have been closely guarded. Nearly four months after the high profile breach, someone with direct connection to the investigation revealed that the cyber theft made off with one of Google's crown jewels – a password system that controls access for millions of users worldwide and to almost all of the company's Web services, including e-mail and business applications. If this Internet giant is vulnerable to hackers and cyber criminals, how about VA?

VA is one of the largest federal agencies with 300,000 employees at facilities across the U.S. VA is the largest medical provider in the U.S. with close to eight million enrollees and over 50,000 medical devices -- and anything that connects to the Internet can be compromised; even VA's medical devices!

Malicious cyber attacks around the world more than doubled last year and accounted for more of reported data security breaches than human error; a disturbing new trend. Attacks on VA systems can come from viruses, malware and through Internet and social media.

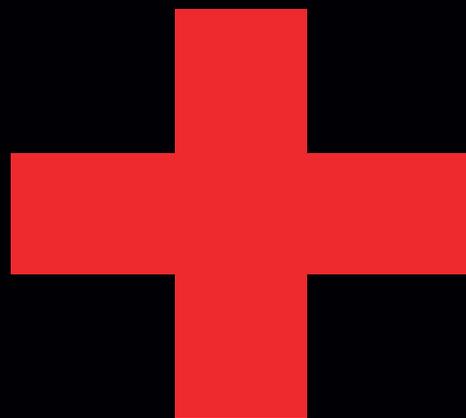
That's why highlighting the importance of using strong passwords, using anti-virus software while keeping it and patches up to date, being careful when sharing personal information, and making sure sites are secure and legitimate are key everyday business practices to follow and share with fellow employees. That's why we observe Information Protection Week; to keep the protection of Veteran data foremost in our minds and to remember to follow best practices when using the Internet.



VA SORCC Blood Drive Dates
10:00AM to 4:00PM

July 22nd
September 23rd
November 18th

In The Theatre



Who is responsible for Security and Privacy? EVERYONE

If you see a security or privacy violation in the course of your daily routine, it is your responsibility to inform the appropriate official.

Security represents “how” privacy and other information must be protected. It encompasses the methods for accessing and protecting the information.

Information Security Officer: Bernice Reber
Phone: 830-7404 (within facility extension 7404)
Bernice.Reber@va.gov

Privacy represents “what” must be protected. It covers the collection, use, and disclosure of personal information.

Privacy Officer: Maureen Dose
Phone: 826-2111 Extension 3220
Maureen.Dose@va.gov



Your Customer Service Team

We can help you with compliments, complaints and unmet needs. Please email or write a letter so we can better assist with your issues.

Hours of operation are:
8:00 a.m. to 3:30 p.m.
Monday through Friday
Building 201, Room 272 and 274

Wolfgang Agotta ext. 3657
wolfgang.agotta@valgov

Gail German-Rightnour ext. 7504
gail.german-rightnour@va.gov



Strategic Management Office



Improvement of Veterans
Healthcare is our Business