

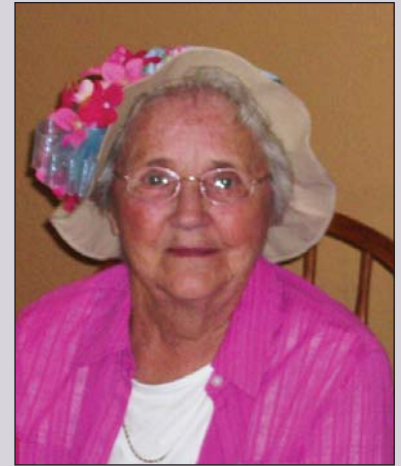
Frontier Community Services

Summer 2010

Since our last newsletter, major changes have been going on within the Department of Health and Social Services, Division of Senior and Disability Services, our primary funding source. Rebecca Hilgendorf, the Division Director, retired. The Center for Medicare and Medicaid Service (CMS), the federal agency that oversees the state's Medicaid services, had just completed an audit and the Division has developed a plan of correction. So now the Division is in the process of re-vamping all four waivers and how they do business. They are doing this without the benefit of experienced leadership. My reason for highlighting this issue is because of the potential it has for impacting waiver services.

Currently, the impact we are seeing has to do with the timeliness of getting responses back from the Division. Simply stated they are extremely disorganized at the moment. There are many new staff at the Division and their learning curve is extreme. Frankly they are making a lot of mistakes. So please have patience with your care coordinators and case managers. I assure you that they are doing the absolute best they can under the circumstances.

On a happier note, Frontier Community Services is alive and doing very well. For the third year in a row, the organization is operating in the black, we have no long term debt and, as reported by our auditor, Frontier is a financially viable entity and managed very well fiscally. That was great to hear from an accounting professional. This year we published the first ever annual report. If you are interested in a copy, please e-mail Kathy Kenner at kkenner@fcsonline.org and she will send you a copy



Fun Day at Forget-Me-Not Center, 2010

We have several community events coming up in June and July. On June 3rd Frontier will be hosting a stakeholders meeting regarding the assessment of behavioral health needs in our local senior population.



Almost two years ago I, as the principle investigator, began interviewing local seniors, families, care givers and providers. With the help of a graduate student intern, we conducted one hundred (100) interviews. Tom Lonner, PhD reviewed the interviews, categorized the data and wrote the report. Dr. Lonner will present the finds and the recommendations at the June 3rd meeting to be held at the Challenger Learning Center from 9:00 to Noon.

On June 16th and 17th also at the Challenger Learning Center we will holding the 6th Annual Alzheimer's Disease and Related Dementia conference. We are fortunate to have Dalia Gottlieb-Tanaka from Vancouver, BC coming up to present. Dalia is an internationally acclaimed expert in dementia care. She will present on how to assess an individual's creative expression and how to use the creative expression to engage a person with dementia. The workshop will begin at 9:00 AM both days and is open to everyone who is interested. There is no charge for the conference. Please plan to attend if you have an interest.

Have a fun, safe and enjoyable summer. Ken

Child Development Checklist: Birth to Three

This checklist will help you to know what you can expect your child to be doing in their first three years. If you have a concern, call the Infant Learning Program 262-6331 and ask to speak with the program assistant. The early years of a child's life are very important. During the infant and toddler years (0-3 years), children grow quickly and have so much to learn. Some children and families face special challenges and may need extra help. **Early Help Makes A Difference!**

| 3 MONTHS OF AGE, MOST BABIES | 6 MONTHS OF AGE, MOST BABIES | 12 MONTHS OF AGE, MOST BABIES | 18 MONTHS OF AGE, MOST BABIES | 24 MONTHS OF AGE, MOST BABIES | 36 MONTHS OF AGE, MOST BABIES |
|--|---------------------------------------|--|---|---|--|
| Turn their heads toward bright colors and lights | Follow moving objects with their eyes | Sit without support | Like to pull, push and dump things | Use 2 to 3 word sentences | Walk up steps (alternating feet) |
| Move both eyes in the same direction | Turn toward the source of sound | Pull to a standing position | Follow simple directions ("bring the ball") | Say names of toys | Ride a tricycle |
| Recognizes bottle or breast | Reach for objects and pick them up | Drink from a cup | Pull off shoes, socks and mittens | Recognize familiar pictures | Put on their shoes |
| React to sudden sounds or voices | Switch toys from one hand to another | Crawl | Like to look at pictures | Carry something while walking | Open a door |
| Make cooing sounds | Play with their toes | Play peek-a-boo and patty cake | Like to feed themselves | Feed themselves with a spoon | Turn one page at a time |
| Make fists with both hands | Help hold bottle during feeding | Wave bye-bye | Make marks on paper with crayons | Play independently | Play with other children for a few minutes |
| Grasp toys or hair | Recognize familiar faces | Hold out their arms and legs while being dressed | Walk without help | Turn 2-3 pages at a time | Repeat common rhymes |
| Wiggle and kick with arms and legs | Babble | Put objects in a container | Step off a low object and keep balance | Like to imitate their parents | Use three- to five-word sentences |
| Lift head and chest when on stomach | | Stack two blocks | | Identify hair, eyes, ears, and nose by pointing | Name at least one color correctly |
| Smile | | Know five or six words | | Build a tower of four blocks | Are toilet trained |
| | | | | Show affection | |

Forget-Me-Not Adult Day Center

Adult day services are based on a wellness perspective which recognizes that a healthy life requires a balance of social, physical, intellectual, emotional and spiritual elements. These elements are critical in that it allows individuals to experience meaningful engagement with themselves and with others. The Forget Me Not Center believes everyone benefits from meaningful engagement. Seeing someone light up with delight when engaged in an activity that has meaning for them is the highlight of the staff's day and why all of us are dedicated to the work we do.

Forget-Me-Not Center focuses on enriching the participants' lives, building upon their skills, knowledge, and unique abilities and strengths. Below are some of the activities that are available:

- Arts and crafts
- Musical entertainment and sing-a-longs
- Mental stimulation games such as BINGO
- Stretching or other gentle exercise
- Discussion groups (books, films, current events)
- Holiday and birthday celebrations
- Local outings
- Adult day programs offer a win/win situation for everyone in the family — not only the client who attends the program, but also the family member who has primary responsibility as caregiver. Adult day care provides much-needed respite for the caregiver, affording a break from the physical demands and stress of providing round-the-clock care.
- For the participant, adult day care's benefits can be extensive:
 - a safe, secure environment in which to spend the day
 - enjoyable and educational activities
 - improvement in mental and physical health
 - enhanced or maintained level of independence
 - socialization and peer support
 - nutritious meals and snacks.

Caregivers may feel reluctant to use adult day care services because they seem unfamiliar, or because a loved one is hesitant to try something new. Participants benefit from socializing with others and receiving needed care services. Caregivers benefit by getting a break from care giving duties while knowing that a loved one is in good hands. For more information on this program please call 262-6331 and ask to speak with the senior & disability services program assistant.



WORLD SERIES BASEBALL EVENT



SATURDAY, JULY 10, 2010

Player sign-in begins at 11:00 a.m. Games begin at noon

Come join us for fun in the sun!

Play baseball, have a hamburger or hot dog, try some grilled salmon, get your hair done up in crazy colors or have your face painted! Fun for all ages!

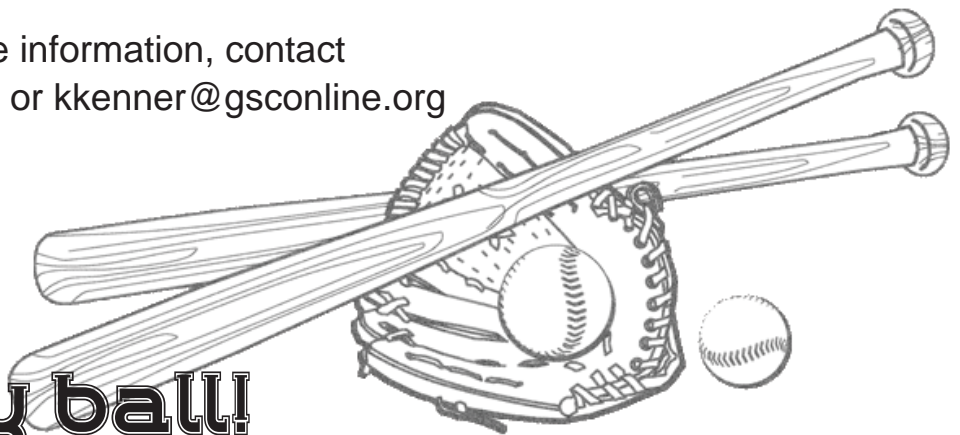
To sign up or for more information, contact
Kathy Kenner at 262-6331 or kkenner@gsconline.org

Admission is

FREE

so come on!

Let's play ball!



FCS Employee of the Month

Does the best FCS employee(s) work for you? Would you like to thank someone for a job well done? You can by nominating him or her for the Employee of the Month award. Just fill out the form telling us why the employee deserves to be recognized for this award, turn it into to the Human Resources Department and he or she will be considered for the next round of nominations. The award comes with a \$50 gift certificate and the possibility to be selected as the 2010 Employee of the Year. Nomination forms are available for pick up at our front reception area or you can call 262-6331 and we will be happy to send one out to you. Help us recognize outstanding FCS employees!

Employee of the Month Award Nominee

Name of Nominee: _____

Division: _____

Other Form Info: _____

My Reason: _____

Kathy, this is just an idea for using up the space on this page

HR Contact Information Goes Here

Notes from the Finance Department

FCS is committed to providing the best quality of care for you our consumers. One way we do that is through the training of our staff. Each quarter our employees are kept up to date with trainings that have been developed to provide both consumers and coworkers excellent care and support. The following is a breakdown of the trainings that FCS has conducted with in last quarter.



| TRAINING TOPIC | DESCRIPTION | POSITION OF PERSON(S) TRAINED | NUMBER OF PERSONS WHO PARTICIPATED | TOTAL PERSON HOURS OF TRAINING |
|--------------------------|---|---------------------------------------|------------------------------------|--------------------------------|
| Basic Mandt | Behavior based safety approach to anger management or crisis prevention | Support Staff Administrative Staff | 27 | 216 |
| Intermediate Mandt | Behavior based safety approach to anger management or crisis prevention | Support Staff Administrative Staff | 23 | 184 |
| CPR/First Aid | Prevent, recognize, provide basic care prior to receiving medical attention | Support Staff Administrative Staff | 16 | 128 |
| General Orientation | Introduction to agency and resources | Support Staff Administrative Staff | 15 | 120 |
| Medication Training | Overview of medication types, recognizing allergic reactions, level of assistance | Support Staff Administrative Staff | 29 | 87 |
| Transfer Training | Proper back safety in assisted walking, getting up from a fall, and transferring from bed to wheelchair | Support Staff | 27 | 81 |
| Service Notes | How to write different types of service notes | Support Staff Administrative Staff | 28 | 112 |
| Supervisor Training | Provides tools to assist employees who are responsible for supervision. | Team Leaders Administrative Staff | 23 | 69 |
| Quarterly Staff Training | More in depth training and information from guest speakers, management, peers | Support Staff Administrative Staff | 158 | 632 |
| Quality Care | Training that focuses on various types of services and the philosophy of person centered care. | Support Staff | 28 | 14 |

On average Frontier Community Services spends over \$33,000.00 in wages alone on training employees every quarter, which comes to \$132,000.00 per year. FCS believes that this is a necessary investment in our employees, as better trained employees means the best possible care for you our consumers.

Hi Kathy, This is the information I asked for in an email to you a few days ago, but I knew you'd be out! Smiles.

Stamp
Goes
Here

43335 Kalifornski Beach Road
Soldotna, Alaska 99669

Frontier Community Services

2010 Quarterly Calendar of Events

| June | | July | | August | |
|-------------|--|-------------|--|---------------|--|
| <i>1st</i> | <i>This is just one idea about a calendar.</i> | <i>3rd</i> | <i>We can do something different if you like.</i> | <i>8th</i> | <i>Just trying to get their attention with simple information.</i> |
| <i>2nd</i> | <i>This is just one idea about a calendar.</i> | <i>8th</i> | <i>This is just one idea about a calendar.</i> | <i>12th</i> | <i>We can do something different if you like.</i> |
| <i>12th</i> | <i>We can do something different if you like.</i> | <i>9th</i> | <i>We can do something different if you like.</i> | <i>22nd</i> | <i>Just trying to get their attention with simple information.</i> |
| <i>15th</i> | <i>We can do something different if you like.</i> | <i>13th</i> | <i>This is just one idea about a calendar.</i> | <i>23th</i> | <i>This is just one idea about a calendar.</i> |
| <i>23rd</i> | <i>Just trying to get their attention with simple information.</i> | <i>21st</i> | <i>Just trying to get their attention with simple information.</i> | <i>28th</i> | <i>We can do something different if you like.</i> |
| <i>30th</i> | <i>Just trying to get their attention with simple information.</i> | <i>30th</i> | <i>Just trying to get their attention with simple information.</i> | <i>29th</i> | <i>This is just one idea about a calendar.</i> |