

- ▶ MESSAGE FROM MIKE D.....2
- ▶ CELESTE BOHMAN, FINANCE DIRECTOR.....2
- ▶ ARTWORK.....3
- ▶ COMMUNITY CONNECTIONS.....4
- ▶ DR. POMERANZ.....5
- ▶ MEMBERSHIP FORM...BACKPAGE

Chemung ARC *futures*

MEMBERSHIP NEWSLETTER

A Message from the Board President

Richard Sisson

I first heard Dr. Pomeranz speak at last year's NYSARC Fall Conference. Hopefully many of you have had an opportunity to hear or meet Dr. Pomeranz, or at least hear about Dr. Pomeranz. If you have not, you will as Dr. Pomeranz continues to work with Chemung ARC. The question is, why Dr. Pomeranz, and why now? Given the uncertainty surrounding the fiscal situations at the State and Federal levels, is now the right time to be working on "quality improvement"? The short answer is that it is always the right time to work on "quality improvement".

Let me first say that Chemung ARC is one of the finest organizations I have ever worked with. What impressed me most when I first started volunteering several years ago was the amazing level of care that staff has for the people we support, and the high level of care we provide for the people we support. "Care" permeated the entire organization and defined our culture in my eyes.

While listening to Dr. Pomeranz that first time, I started thinking about Chemung ARC and how we could benefit from some of the things he was proposing. He talked about "GEM, Good Enough for Me", as a way to approach every support and choice that we help others achieve. He discussed "supported routines" and how with the right supports, the people we support can maximize independence, enhance self-worth, and attain self-determination. He advocated that everyone should work (paid or unpaid), because "work gives meaning and value to life, and we all derive dignity and self-worth from work". He discussed quality of life, and how it is defined by meaningful friendships and relationships, meaningful life activities and "community participation; a belief that the people we support can participate as full members of the community with the availability of

supports, and it is that participation that promotes the opportunity to develop meaningful relationships with others."



Dr. Pomeranz went on to tell the group that we (the human services industry) have done a wonderful job caring for people over the years, yet it was time to consider changes to our approach.

See page 5 interview with Dr. Thomas Pomeranz

We have been operating under a model of service delivery based on caring for others; doing "for" them, in other words, providing services, not necessarily supports. It is time to be more participatory or inclusionary in our approach; do "with" the people we support. It involves teaching, coaching, mentoring and helping individuals achieve a quality of life measured by personal outcomes, valued relationships, choices and self-determination. To quote Dr. Pomeranz one more time, "the role of support staff is not to provide supports, but to help individuals learn to obtain the supports they need."

"Quality improvement" is not just another initiative. It is our continual effort to assist the people we support attain the highest quality of life possible. I hope we can all learn from Dr. Pomeranz as we strive to fulfill that mission. I am confident that caring about the people we support will continue to be a cornerstone of our culture, even as we move away from caring for the people we support to supporting the people we care about. It is always the right time to work on "quality improvement".



From the Executive Director *Michael A. Doherty, Ph.D.*

While we sort out the latest

round of budget cuts, which go into effect July 1st, we also need to move ahead with “the good stuff.” I won’t diminish the

fiscal concerns. We do have a sense of urgency about those and will be addressing them fully, but without “the good stuff,” it will be difficult to have the motivation to get through tough times.

Ok, you ask, so what’s “the good stuff” anyway? Well, to put it simply, it comes under the heading of “quality improvement.” As good as Chemung ARC is, we certainly have room for improvement, and right now we’re going about it in two major ways: 1) working with Dr. Tom Pomeranz (see our Board President’s article and the interview on page 5), and 2) renewing our partnership with the Council on Quality and Leadership (CQL). Let me tell you more about CQL.

You may recall that back in August of 2007, Chemung ARC became the first agency in New York State to be accredited by CQL under their 2005 standards. As of this writing, only three agencies in NYS have CQL accreditation. Obviously, national accreditation is difficult to achieve, and not every agency goes after it.

Recently, we found ourselves at a critical juncture. We needed to make a decision as to whether or not to renew our four year partnership with CQL. The question was a “cost/benefit” one: was the cost of staff time and some dollars during hard times offset by a benefit that was worth it? We also looked at other ways to improve quality that might have more benefits.

Well, we did our homework, and in the end recommended to our Board of Directors that we continue our partnership with CQL. I’m happy to report that at its

meeting on March 24th, our Board of Directors approved Chemung ARC’s partnership with CQL for four more years.

So what does that mean, and what exactly are the benefits? Well, CQL Person Centered Excellence Accreditation provides an organization-wide review and assessment of person centered supports and the impact of these supports on the personal quality of life of the people receiving the supports. CQL’s accreditation is about continuous improvement in the 8 factors and 34 indicators identified in What Really Matters: A Guide to Person Centered Excellence, and personal quality of life as measured by CQL’s Personal Outcome Measures.

This leads us to our next major event with CQL. On September 27, 28 and 29, we will be conducting an organization-wide review of Chemung ARC. A team from CQL will work with us as we gather people we support, family members, Board and Committee members, staff members and community members to develop 3 priorities for our Agency to make us more person centered than we are today. That’s our “operational definition” of quality improvement, and we may be asking you to be involved. Stay tuned!



CELESTE BOHMAN

FINANCE DIRECTOR

Celeste is a graduate of Pace University with a Bachelor of Business Administration in managerial accounting and of Elmira College with a Master of Science in management. She has an extensive background in financial management including positions at St. Joseph’s Hospital and Aetna. Celeste has been a member of a number of board of directors and finance committees including Joint Education and Training, Inc. She was a Girl Scout leader for many years and is active in education support groups, having held a number of offices within those organizations. She resides in Pine City with her husband Frank and they are the proud parents of Yvette, Frans and Danna. Her interests include hiking and boating.



www.facebook.com/AvenuesofExpression

Artwork

Recent artwork that was featured at Chemung ARC's first annual Avenues of expression arts exhibit. Thirty-nine pieces of two-dimensional art graced the halls of Chemung ARC.

- 1) Rushing Water—Photography—Elizabeth Meehan
- 2) Dark Night—Acrylic—Elizabeth Meehan
- 3) The Bird—Acrylic—Kathy Woeppel
- 4) Tree—Acrylic/Tissue Paper—Katie Knuth
- 5) Early Evening—Oil—Linda McCarroll

Community Connections

Shutterflies

turning passion into reality

agency's *Avenues of expression* arts program. Beyond Liz's stunning images, she also loves to draw and paint. Liz submitted several pieces of her artwork at the annual arts exhibit at Chemung ARC (see #1 and #2 on the previous page).

Liz also expanded her knowledge of photography and was enrolled in a course at B&C Photo on Water Street in Elmira when she saw that the store was looking for entries for its 7th annual photography contest. Entries had to represent an "identifiable landmark". How ironic that Liz had recently taken a trip to New York City to visit family and was inspired to take a picture of the Empire State Building from the Williamsburg Bridge. In fact, Liz was in a moving vehicle when she took the picture.

Recently at the agency's 8th annual signature event, *Dancin' With My Friends*, there were two roaming photojournalists among the crowd. Both women have turned a hobby and passion into a reality, and as a result of their love of photography, have made an impact in our community.

Marie Dean's interest in photography stemmed from her love of color and taking in "our beautiful nature and capturing it." She enrolled in a Joint Education and Training (JET) introductory course and received a certificate of completion. Her favorite subjects are natural settings, her friends and her family. "The JET course was great; I learned a lot of photography tricks and techniques like how to get rid of wrinkles and blemishes!" exclaims Marie.

Marie's images fill her many scrapbooks and grace the walls of her home, she even took the "official" portraits of her housemates.

Upon a visit to the SPCA, Marie and staff member Carissa Fleming mentioned Marie's skills with the camera to the staff and inquired as to if they might have a need for a photographer. The inquiry was met with enthusiasm from the SPCA and Marie was immediately enrolled in the SPCA's volunteer training program. Marie will be assisting the SPCA by taking digital images of the animals at the shelter in need of homes. Marie's images will be featured in the newspaper and the organization's facebook page.

Liz Meehan is a prolific artist and is enrolled in the

Liz's picture took first place in the contest and Liz received a \$200 credit to be used at B&C Photo. Liz's photograph is entitled "Reminders" as a dedication to the lives lost during the 9/11 tragedy. The shot contains in the foreground the Calvary Cemetery in Queens.

Liz's work has not only been featured at the agency exhibit, her work has also been shown at the Voice! exhibit in Oneonta, the disAbility and the Arts Festival in Geneva and Barb's Soup On and Cappy's in Elmira where she has artwork for sale.



Marie



Liz

A conversation with Dr. Thomas Pomeranz



Q

How do you approach those who may be critical of your message, “good enough for me” who claim that you don’t know the individual personally?

A

Yeah, I don’t know the people [personally], but the staff that I am teaching do. I am not the one that hired that staff member that knows your son or daughter, but I trust that he or she has been entrusted to someone that would apply the “good enough for me” approach.

Q

With forty-two years in the field, what do you think has been the most profound change in the paradigm shift you espouse?

A

I would have to say having fewer people at a site whether it be at a residential setting or at an employment setting. This has led to greater inclusion. Zero growth at group homes and more supported living arrangements are the most prominent.

Q

Our agency’s primary focus is putting the people we support first using services and supports that are person-centered, person-driven, and that provide opportunities for one to be included in the community. What do you feel is the best approach for us to have people be OF the community?

A

Community participation has value; it’s not about community integration, but a connectedness of giving and doing for others. I am a firm believer in volunteering. Volunteering can be employment!

Q

What do you find is the greatest obstacle with staff perceptions and attitudes to your message of “Supported Routines”? How would you convince them to make the shift?

A

I’d have to say the greatest obstacle is historical habits. One gets used to certain routines and making a shift becomes extremely difficult. Rather than convince them to make the shift, I would expect their immediate supervisor to change, allowing staff to follow suit.



Non Profit Organization
U.S. Postage
PAID
ELMIRA, N.Y.
Permit No. 169

Chemung ARC

Chemung County Chapter, NYSARC, Inc.
711 Sullivan Street
Elmira, NY 14901

Address Service Requested

607.734.6151
www.ChemungARC.org

“Creating opportunities for individual successes.”
Since 1953



Chapter, NYSARC, Inc.
Member, The Arc
Member, Collaborative of the Finger Lakes, Inc.

Nationally accredited by CQL
OSHA SHARP Award Facility



Find us on facebook
www.facebook.com/ChemungARC

Join or renew today!

Name

Address

City State Zip

Email

Individual Membership, **\$1**

Other \$ _____

I'd like to sponsor ____ of memberships for those supported by Chemung ARC at \$1 per person.

Total = \$ _____

Make checks payable to **“Chemung ARC”**

____ MC ____ Visa

Card No

Exp Date CSV#

Signature

Return to: **Chemung ARC**
711 Sullivan Street
Elmira, NY 14901



You Can make a Difference

**INTERESTED IN HELPING PEOPLE
IN YOUR COMMUNITY?**

**MEMBERSHIP
MATTERS AT ANY AGE**

SUPPORT. EDUCATION. ADVOCACY.