

THE SOLUTION



Spring 2008

Keeping Community Solutions Employees Connected

Taste, nutrition—and a tough crowd

Food Service with John Russell

by Barbara Lazarski

Food helps people make a connection. When sick, or tired, or far from home, everyone seems to yearn for the gastronomic equivalent of a warm sweater, a kiss on the forehead, a favorite blanket. Macaroni and cheese might mean comfort to you. Or perhaps your preference is beef stew or chicken soup. In our industry, food can directly affect operations. After all, prison riots have started over food. From 1900 to 1995, food was believed to have sparked more than 40 of the 1,334 prison riots in the United States, including the country's deadliest uprising in 1971, when 43 people died at New York's Attica prison. Since then, the American Correctional Association has created nutritional guidelines and prisoner meals have adhered to strict dietary standards. Still, bad food can cause problems and good food can make for happy clients.

Tucked away in the side of Drapelick Center and Berman Treatment Center, Food Service Director John Russell and his staff have created a kind of fellowship of food service. I first walked into John's office determined to uncover the secrets that must surely lie behind this process of feeding the masses seemingly without a hitch. I really hadn't given it much thought before now. Immediately, I was taken with the sense of home he had created with plants and baskets everywhere, soft classical music playing and several stocked birdfeeders outside the windows. Processes forgotten, we talked about his love and respect for nature and all creatures great or small.

It has taken John 8 of his 18 years with CSI to put together his "dream team" which he considers to be a close family centering on mutual respect and genuine affection. John regards Kenny Muraski and Elsa Paulino as the backbones of food service and along with Bill Poletti and Tim Thresher, counts on their stability and dedication to their work. Every morning they meet over coffee to discuss the new day and issues that may have popped up much like you or I would with our given families.

CSI's food service department consistently scores in the high nineties every year for state and federal audits. Cooks are trained and certified in proper food handling through ServSafe and Qualified

CSI Announces NEW Employee of the Year Recognition Award



*John M. Stein
&
Mary Lou Stein*

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COMMUNITY SOLUTIONS, INC.

John Stein Memorial Employee of the Year Recognition Award

The purpose of the **Annual John Stein Memorial Employee of the Year Recognition Award** is two-fold: To recognize outstanding employee contributions towards achieving the mission of Community Solutions, Inc. and to continue the memory of a colleague whose service to Community Solutions and friendship to all should not be forgotten.

This \$1,000 award will be given annually at the start of the organization's fiscal year, the first to be awarded in July 2009. The primary criteria for consideration for this award are service and job performance beyond the daily work of the individual.

Additional criteria:

1. Exemplary performance both in the employee's own responsibilities and service beyond assigned duties. Established record of significant achievement sustained over a period of time.
 2. Continuous leadership in the conduct or improvement of programs, services or operations. Positive contribution in client, community and funding source relations by offering assistance and serving as a role model for other employees and clients.
 3. Innovative and/or creative ideas that have improved the outcomes of a program or service. Ideas that might contribute to the resolution of a difficult problem or a method which would improve program/department output or quality of work.
 4. A minimum 2 years of distinguished, continuous service to Community Solutions, Inc.
 5. Activity fostering cooperation and harmony within the program/department and across programs. This activity would exemplify fairness, respect and equal opportunity and concern for the welfare of others which has led to an improved work environment.
- **Nomination Process:** All full time employees are eligible for nomination except the CEO and direct reports to the CEO. Any full time employee may make a nomination and must include: date, your name, name of person nominated, and narrative statement of reason for nomination. Nominations need to be submitted by May 31st of the award year, the first award to be in July 2009.

Corporate Updates

- CSI's new webpage was launched a few months ago. If you haven't seen it already, visit the site at **www.csi-online.org**.
- The Company's much-anticipated **2007 Annual Report** (seen right) has been completed and distributed.
- The **4th Annual Charity Golf Tournament** is scheduled for September 18, 2008. The tournament will be held at the Blue Fox Run Golf Course in Avon, Connecticut. For additional information contact Tammy Bonanno at tbonanno@csimail.org, 860-683-7100, or online at www.csict.org.



Commentary by Robert Pidgeon



A Tribute to John & Mary Lou Stein

As many of you are aware, last summer we lost one of our own when John Stein and his wife, Mary Lou, died tragically in an automobile accident. John was an Area Administrator who worked in both the Adult and Youth Services Division; he had great experience, a wealth of knowledge, and was one of those rare people who was both inspirational and could get things done.

The loss to CSI, both professionally and personally, was significant. We have decided to honor John's memory in two ways.

First, we have created an annual award, titled the John Stein Memorial Employee of the Year Recognition Award. The specifics of the award will be distributed to you shortly, if not already done. Briefly, it is a cash award of \$1000 made at the beginning of each fiscal year, to any full time employee demonstrating exemplary performance beyond his or her assigned duties. I encourage each of you to review the award protocol and submit nominations.

Second, we have been awarded a contract expansion to provide a work release program for 17 men referred by the CT Department of Correction, beginning May 1. The new program will be housed in the former Berman House (which has relocated to the Drapelick Center), in Hartford. This program will be named the John and Mary Lou Stein House. This naming of the program is somewhat of a break from the tradition of the Company.

Many of our programs are named after prominent volunteers who have made contributions to the Company over the years. Cheyney House is named after our founder, Ralph Cheyney, and Berman, Silliman, Johnson, Chase, and Drapelick are named after former or current Board members. It is an unusual event to name a program after an employee, but John's contributions were so significant, and so long-lasting, that this seems an appropriate tribute to him.

It is difficult to recognize a single employee when we have so many who contribute beyond expectations to helping the people referred to us. John would be the first to say that the naming of the award and the program after him is a tribute to the many employees who helped him do his job so well over the years. In that sense, this award is about all of you, and I believe John would agree heartily with that sentiment.

Community Solutions' Employee Awards

- **Dan Ensor, Systems Supervisor** for Youth Services, Home Based, is being recognized with the "**Management Award**" for his above and beyond work with the implementation of the Seginus system.
- **Oktavian Florysiak, MIS Technician**, is being recognized with a "**Great Job Award**" for his diligent work with the Microsoft Exchange 2007 upgrade.
- **Demetrise Jordan, Intervention Specialist** at Waterbury AIC, is being recognized with a "**Great Job Award**" for her assistance with bringing the Residential Occupancy report back up to speed.

Adult Services Updates

Congratulations to the staff of **Danbury AIC** for earning 100% on their February 2008 CSSD Audit.

Watkinson House, Cheyney House, Hartford House and Chase Center recently hosted the **Federal Bureau of Prisons** for a week long monitoring, which resulted in many positive reports from the monitors.

Watkinson House just concluded their internal audit with a near perfect score. Kudos to all of the staff involved for this well-deserved recognition. Moving up the ranks, Uduak Nguessan was recently named Associate Director.

Watkinson Prisoner Aid Society awarded a \$2000 matching grant to Hartford House for the establishment of a computer lab.

CSI was awarded a contract by **Connecticut Board of Pardons and Parole** to provide technical assistance to clients with pardon applications and to provide workshops and community outreach programs

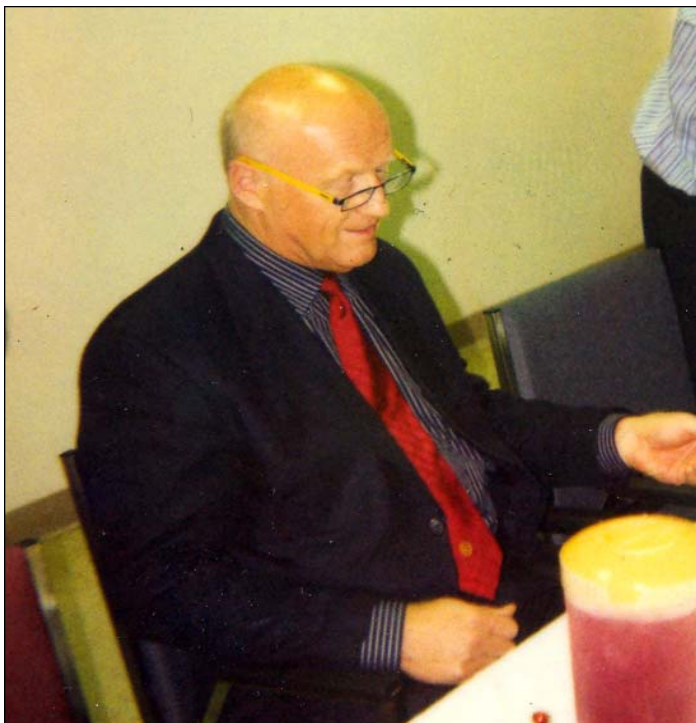
geared towards employment. These services began in January 2008 and are being provided in Hartford, New London, Bridgeport, Waterbury and New Haven. Carmen Claudio is Program Coordinator.

CSI was awarded a contract by the CT Department of Correction to establish a **Multi-Service Center (MSC)** in Danbury. This program will be located at the AIC in Danbury and Amy Anderson, Danbury AIC Program Director, will oversee the project.

CSI was awarded a contract by the CT Department of Correction for a 17-bed work release facility to be located at 140 Sargeant Street in Hartford. The program will begin accepting clients in May 2008 and is named the **John and Mary Lou Stein House**. Lynn Lombard was recently named Program Director.

In March 2008, the **Connecticut Department of Motor Vehicles** invited CSI to become a certified provider for their Substance Abuse Treatment Program. This is a new funder and program model for the organization.

Adult Services Highlights



Waterbury AIC held a luncheon for **Judge Norko** (pictured above), a true friend of CSI who has served on the bench in the Greater Waterbury area for a number of years. The AIC Culinary Group took the opportunity to display their talents by preparing a lavish meal and decorating parts of the facility for the event.

“My immediate and continued impressions are that CSI is very dynamic, well staffed with caring and smart people, and a very effective organization to help offenders in transition. The care and individual attention exhibited by the staff is very unique and impressive.”

—Judge Norko



Around the holidays, CSI Adult Division staff and clients exemplified the “**Spirit of Giving**” in a number of ways including:

Torrington staff volunteered at the local senior center, wrapping gifts for seniors. They adopted a family, providing them with a meal and gifts through donations from the staff and other members of the community.

Sheila Lougheed, **Danbury AIC’s** Senior Court Liaison, once again coordinated the Annual Holiday Toy and Clothing Drive for needy area children. Over 100 children received gifts from Santa due to the event. Several agencies and businesses participated in the toy drive including various Danbury Court House employees, the Danbury Bar Association, law offices, restaurants, and the Ridgefield Fire Department.

CSI and Auer Farm Board Member, Tony Drapelick, and clients from the **Drapelick Center** unloaded a tractor trailer full of Christmas trees at the 4H Auer Farm in Bloomfield.

Bridgeport AIC staff and clients provided community service to the Police Athletic League Christmas

Village. Mike Marella, Bridgeport PAL Executive Director, praised the clients’ “fantastic” job in a feature story in the local paper.

In response to a recent trend of DOC clients coming in at a younger age, **Watkinson** staff have been working with three clients to assist them in obtaining their GED’s. Another client was accepted into the Connecticut Culinary Institute and has been attending for nearly 2 months. This exemplifies the work that staff do to make a lasting difference in clients’ lives!

Watkinson House Case Manager **Kristin Moran** recently returned from maternity leave after she and her partner Joe, became parents to a beautiful baby boy! Congratulations!

Welcome Lillian Emily, gorgeous newborn daughter to Danbury AIC’s Program Director **Amy Anderson** and her husband Craig.

Bob Porcaro, Intervention Specialist at Danbury AIC was awarded the “**Daredevil Award**” by CSI’s quality assurance team for the AICs for his achievements and for taking risks in his groups.

A testament to all of us . . .

Work is one of the great, unexamined assumptions of our lives. To most of us it seems obvious that we work because we have to, because that’s just what you do, that’s what people have always done. However, if we define work chiefly in terms of money-making, we lose the possibility of understanding the deeper dimensions of work, the meaning of work and the many ways it can nourish us – spiritually, psychologically, emotionally, physically, as well as economically.

The measures of meaning and accomplishment are often lost in the day to day bustle as we go about our daily tasks. It is essential that we take the time on a regular basis to examine the good we do here at Community Solutions. If we want our work to be meaningful and filled with passion, we need to first be aware of what it is we do and who we do it for.

The following letter is from a client at the New London AIC, thanking the staff for their help and kindness:

To whom it may concern:

When I came home from prison, I had no money, no job, no friends, and no real job skills. Marla and Chelsea helped me greatly. They have patience and are always there to build me up. Carl helped me do my resume, he is always friendly. Thanks to the computer training, employment training and persistence of my mentors, I now have a job. Marla went out of her way to help me get this job. They have been my mentors, teachers and friends. I have never felt out of place. Wonderful, wonderful people! I can’t thank them enough for all the help and their kindness.

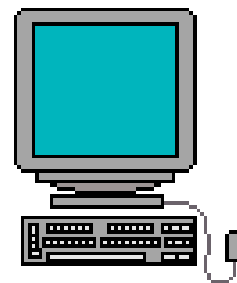
*Sincerely,
Robert*

CSI Staff Anniversaries

James Clancy	Torrington Transitional	Intervention Specialist	5 years
Tonya Arango	Safe Home	PT Human Service Worker	5 years
Mandlyn Williams	Safe Home	PT Human Service Worker	5 years
Veneta Gooden-Lewis	Hartford House	Human Service Worker	5 years
Nichole Cahill	Watkinson House	Human Service Worker	5 years
Raymond Gavins	MST GA	Therapist	5 years
Leslie Farrior	Silliman House	Relief	5 years
Theodore Holmes	YCC	Relief	5 years
Tuere Miller	Cheyney House	Relief	5 years
Takana Petty	MST GA	Therapist	5 years
Barbara Chaney	Drapelick	Human Service Worker	5 years
Marlene Thomas	Accounting	VP Finance	5 years
Deborah Hynd	Danbury AIC	Community Service Coordinator	10 years
Barbara Davis	Berman	Assistant Program Director	10 years
Robert Pidgeon	Central Office	CEO	10 years
Howard Gibson	Central Office	Area Director	15 years
Ron Gurge	Facilities	Maintenance	20 years

Information Technology Tips

Email: To speed up your email loading time, remember to keep your email box as clean as possible by deleting duplicate or unnecessary emails, saving attachments to your local hard drive then deleting the email and original attachment. The larger the mailbox the longer it takes to sync with your Outlook Web Access (OWA)/Outlook. This process also applies to image files, PDFs, and large documents. After this step be sure to empty your deleted items folder or the items still remain in your inbox folder.



FREE Microsoft Office online courses are available. Individuals may select either 2003 or 2007. Access training information at: <http://office.microsoft.com/en-us/training/FX100565001033.aspx>

Internet Safety

You should never reveal your username or password to anyone who e-mails you and asks for it. This information is frequently asked for by an Internet scheme called “phishing.”

In a common phishing scam, you receive an e-mail that looks quite official. It usually appears to come from a bank or credit card company. A common title for these e-mails is “We need to verify your account information.” Another is “Please logon to your account and verify your settings.” If you do click where instructed, you’ll end up on a site that appears to be the real one. If you fill in the username and password for your on-line banking account, you can expect serious problems within twenty-four hours.

If you believe that a company or business that you do on-line business with really does require your information, then simply contact them. This way, you will know where you are sending your information, and what it will be used for.

Food Operator (QFO) and a licensed dietician approves the menus crafted by John every month. Quality control does not stop there; John frequently visits programs and every few months he asks clients from each program to complete "Satisfaction Surveys" as a tool to gather feedback anonymously. The department's goal is to keep clients provided with healthy, good tasting meals. "Food is about caring, and they need to be cared for. Automobiles need gas to run well and good nutrition keeps clients running well." says John. It is clear he wants to make his customers happy.

Family also extends to a volunteer work program John started ten years ago with clients from CSI to learn foodservice by working in his kitchen. John would be delivering food to the various programs and noticed clients just sitting around. He thought they could be doing a lot more with themselves and asked if they wanted to work with him in the kitchen. He now interviews over 300 clients a year and trains four to six clients at a time as part of the team. Those that succeed in the program (9 out of 10), John helps to job search and provides them with a letter of recom-

mendation. Clients send cards and keep in touch, still grateful for the opportunity.

Other key family members are Geisler's Supermarket in Bloomfield who contribute day-old bread and veggies and Foodshare, guided by CEO Gloria McAdam. John and his team visit Foodshare every day like clockwork, providing CSI with not only food but toiletries, detergents, and other sundries. Every year CSI's food service team helps Foodshare with setting up tents for their annual volunteer thank you picnic and help with Turkey Share.

CSI Food Service has grown from their first kitchen in Watkinson House serving four programs and 153 meals daily to rental quarters at the Hartford YWCA to their present digs on Blue Hills Avenue in Bloomfield, CT. Currently, they cater CSI special events, provide breakfast foods and snacks, and prepare and deliver close to 900 meals daily, seven days a week to program clients. Using the typical 10" size of a restaurant dinner plate, this would, in one year, fill almost five football fields goal to goal and sideline to sideline or stretch from Drapelick/Berman to the Bridgeport AIC.

Q & A with John Russell

What brought you to CSI? *I always thought I would be an architect; I just fell into foodservice because I was always hanging around the kitchen canning fruits and vegetables and preparing meals for friends and family. I did a little catering here and there then went to work for Charlotte Hungerford Hospital. Right before I came to work with CSI, I was employed by a food service company who subsequently lost their contract with St. Joseph's College leaving me without a job. After taking the summer off to be at my family's home on Cape Cod, I became busy looking for a job. CSI had an ad for a food service director; I applied, and was hired on the spot. That was September 24, 1990 and it has been a joy ever since.*

What has been your biggest challenge? *Creating my team; I had to fire and hire a lot of cooks to get where we are today. I have complete faith in the team and feel confident in their knowledge and abilities. Another big challenge would be meeting the forever changing state and federal program requirements, the demands can be overwhelming.*

What have you learned? *Serving the clients of CSI has taught me about people in trouble. I grew up in a loving, functional family and before CSI had never been exposed to people struggling so much just to survive and feeling such pain. I saw how drugs and alcohol affected them and their families and it became my personal challenge to help inspire those in my presence to become more and it's brought meaning and perspective to my life.*

What's next? *I plan to retire to my family home on the Cape in another year or two; of course I have been saying that for a few years. I enjoy tending to my vegetable and flower gardens and communing with wildlife, especially the birds. Entertaining my friends is another joy in my life and I would like to do more of it. Now, I am confident Food Service can carry on without me and continue to provide the best food services in the state or anywhere for that matter.*

Now for the 3 million dollar question, are your brownies bought, a mix, or from scratch? *You would need to ask Elsa, it is her family's secret recipe and I don't believe she is sharing.*

Youth Services Updates

Just wanted to drop you all a line to say thank you all so much for all you've done for Kyle + our family. It was a difficult thing, as I'm sure you can imagine, to send your child off away from home. But what really helped along + I cope with it all was the wonderful staff + program @ CSI. Other than missing him + dealing w/ the guilt + all, we never worried about his safety + knew he was in good hands. Kyle definitely changed for the better and so did our family. So from the bottom of our hearts, thank you all for the guidance + patience shown to our son, and for everything else you did for us.

Just two
small words
to express
so much gratitude

Will be forever in your
debt ~ The DeTonnacourts
Doug, Denise + Kyle

Testimony Letter Rhode Island family

Rhode Island Program joins local Network. The concept of the Network evolved out of a need to bridge the gap within the two services, the Department of Children, Youth and Families, and a group of Rhode Island residential providers, both of which found there was a better way to serve adolescents in state custody. Initially designed in April of 2000, the Network was conceived as a partnership between four provider agencies: Child & Family Services, Communities for People, The Key Program, and The Providence Center. By combining the significant strengths and resources of the four providers, a No Reject-No Eject model was designed, as well as clinical services and a continuum of residential services and after care. Initially, the Network was to serve 60 youth, between the ages of 12-20.

Based on its success, the Network expanded from 60 to 85 beds. In 2003, a second Request for Proposal

was submitted and approved, and the first regional Network in Rhode Island, *The Providence Network*, was developed involving the same four agencies. Based on the same No Reject-No Eject concept, the Providence Network was designed with a specific goal — serving Providence youth and their families within their own community.

Currently, the Network is made up of five well established organizations who serve troubled youth and families, from the juvenile justice, child welfare, or mental health systems. Child & Family Services is the State's Lead Agency, bringing on board their newest partner and collaborator, Community Solutions, Inc. in February 2008. This uniquely integrated system of care operates on strong values and family involvement. It provides community linkages and outcome based measures to ensure continuous improvement in service delivery.

Accepting all referrals from DCYF, the Network focuses on maintaining youth in their homes or in their own community, when placement with a family is not feasible. Strong attention is given to the cultural sensitivity of the child, and a high level of monitoring, continuous care, and frequent evaluation of treatment is offered.

Network Services supports youth from ages 6-18, most of whom have a wide variety of needs. Network Services is currently comprised of a residential and community based system, which includes:

- 45 Day Evaluation Centers
- Interim Treatment Programs
- Staff Secure Programs
- Sex Offender Step Down Programs
- Outreach and Tracking
- Multi Systemic Therapy
- Wrap around Programs

Youth Services MST Network expands to Maine and California. Community Solutions was asked by MST Services to provide the clinical oversight of local MST teams in Portland, Maine and San Francisco, California as well as two additional towns in Rhode Island. To accommodate the continued expansion, Angelia Watson in GA was promoted as the third system Supervisor. Congratulations Angelia!

Home-Based Services expansion in Pennsylvania. Pennsylvania's statewide initiative to increase the counties' usage of evidence-based programs, has expanded CSI's home based services by opening programs in Monroe, Pike, and Chester counties. Currently, we are in negotiations with other counties, such as Lackawanna, Susquehanna, Wyoming and Luzerne. Because Pennsylvania home based services are able to provide MST services through the managed care system (which is funded by MA reimbursement), the mental health population is benefiting from receiving home based services by decreasing the number of mental health hospitalizations, inpatient stays, and diverting clients from mental health residential placements.

Youth Services expanding in Rhode Island. For almost 10 years, CSI has had two staff secure residential programs in RI. We are proud to announce that CSI is now offering Home Based Services via MST to serve high risk youth. The team began with two internal transfers: Melanie Duranti (from New Haven MST) as Clinical Supervisor, and Nannette LaFosse (from Florida FFT) as a Therapist.

The Connecticut BFST program expands April 1. We are doubling our staff to begin serving 16 & 17 year old youth in the adult probation system. This is the beginning of the **Raise The Age** transition, which will bring 16 & 17 year olds back into the Juvenile system and no longer treat them like adults. BSFT training began March 31st with Olga Hervis from the Family Therapy Training Institute of Miami (FTTIM).

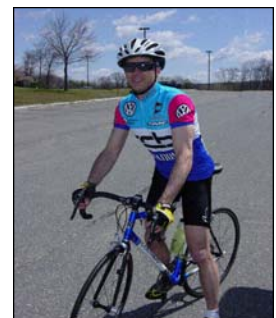
Community Solutions' Fundraiser **DJT WELLNESS FESTIVAL & BIKE RIDE!**



**Saturday, June 28, 2008
10:30 a.m.—4:00 p.m.**

**Avon Park North at Dill, Joyce & Thresher
19 Ensign Drive, Avon, CT
Between Routes 44 & 10/202**

For more information visit DJT's website www.djtins.com
or contact Ann at 860-306-0394 or ann@djins.com.



Youth Services Highlights



Becky Purdy



Mindy Baller & Julia Seamon



Diane Thompson & Mindy Baller



Becky Purdy, Chris Lyddy, Jody Cohen & Marisol Barresi

Farewell to Chris Lyddy from the Juvenile Risk Reduction Center

Home-Based Services Competition. The Home-based services are undergoing CARF certification. Prior to the actual site visits a welcome box was delivered to surveyors with information, a welcome letter and goodies. The programs livened up the welcome letters and their information boxes. The CARF Surveyors were impressed and appreciated the special attention. Programs had a lot of fun with this and they actually became somewhat competitive. The following are excerpts from letters sent to the CARF Surveyors:

Baltimore -“O say can you see, by the dawn’s early light,” Baltimore is the birthplace of the National Anthem. The song was written by Francis Scott Key in 1814 over the star shaped Fort McHenry during the battle of Baltimore. We are so proud of our city and welcome you! Along with our rich history, we are affectionately called the “Charm” city.

Macon-Welcome to Macon, “The Heart of Georgia”. Macon is the home of musical legends such as Otis Redding, Little Richard, Lena Horne, and the Almond Brothers. We are truly proud of our Southern Rock Culture and rich Southern Cuisine. Macon is also the home of the International Cherry Blossom Festival. In 2007, it was among the top 100 events in North America.

Atlanta-Welcome to Atlanta, Georgia! Atlanta is the home of historic sites like the, Atlanta Motor Speedway, Stone Mountain, the Martin Luther King Jr. Memorial Center and the largest aquarium in the world. Atlanta offers everything from fashion, to inventive theatrical performances, to beautiful landscapes and a buzzing city life. I hope that you had a pleasant trip and have found your hotel suitable.

Florida-Welcome to Florida – “The Sunshine State”! I hope that you had a pleasant trip and have found your hotel suitable. Florida is the state that is known for its beautiful beaches, heart-warming sunshine, it’s most delicious citrus fruits, an ideal place for retirement and family vacationing, and let’s not forget the world’s most favorite vacation spot, ‘Disney World’!

Louisiana-“Bienvenue es Louisiana,” as the French would say. **Welcome to Louisiana, “The Bayou State!”** Louisiana is the state that makes your heart pound and your senses tingle!!! We are truly proud of our southern hospitality and we hope you had a pleasant trip. Our team has created a care package for you with a “**MARDI GRAS**” theme. Mardi Gras symbolizes the intensity of the French heritage and culture shown to the world in traditional parades throughout the state before the start of Lent.

Netsmart University comes to Safe Home. The South Windsor Safe Home recently began using an on-line training site called Netsmart University at www.netsmartu.com. Netsmart University offers hundreds of on-line courses in behavioral healthcare, safety and compliance, many with CEU’s available. All Program Staff are assigned required classes as well as elective courses to complete within a specific time frame. Class examples include Abuse and Neglect, Anger management, Ethics, and Psychiatric Medications.

One of the best aspects of this training site is the availability to access it 24 hours a day, seven days a week, making it available for all shifts. Based on its success at the Safe Home, Netsmart may be a valuable source of training for other CSI programs in the future.