

# New Horizons



## A \$100,000 Grant By the Health Foundation of Greater Cincinnati to Implement the NIATx Approach!

By: **Dr. Lumana Pashi, VP of Development**

### Inside This Issue:

- ◆ Letter From The Editor-Health Foundation Grant
- ◆ Farewell
- ◆ Hello, My Name Is
- ◆ Client Article
- ◆ Giving Thanks
- ◆ New Employees

The Crossroads Center has been awarded, by the Health Foundation of Greater Cincinnati, a grant in the amount of \$100,000 to implement the Network for the Improvement of Addiction Treatment (NIATx) approach. The NIATx approach helps organizations create a culture of process improvement in which treatment center staffs use existing resources to improve services, learn innovative strategies through peer networking, and improve organizational processes. NIATx uses the *Plan, Do, Study, Act* change cycle to meet the following aims:

- Reduce waiting time between the first request for service and the first treatment session
- Reduce the number of patients who do not keep appointments
- Increase the number of people admitted to treatment
- Increase retention between the first and fourth treatment sessions



*Dr. C. Lumana Pashi  
Vice President of  
Development*

Research has directly linked retention in treatment to improved outcomes. According to Stark (1992), a client's continuation in treatment is linked to friendly and supportive treatment environments. Organizations, which work towards improving their processes, tend to succeed in reducing frustration for their clients and staff, reducing barriers to treatment, and improving client retention. These actions, when implemented correctly, often lead to reduction in treatment costs and in improvement of client-related health outcomes. Some of these processes include but are not limited to logistics like office hours and locations, protocols, building ambiance or any way that the organization interacts with clients.

The Crossroads Center would like to take advantage of the NIATx approach to improve our processes. Strategically, process improvement will help our organization in many ways. First, it will help reduce barriers to treatment by enhancing the engagement and retention of clients in substance use disorders treatment and assist our organization in streamlining processes and procedures in an effort to save time, money, and resources. Second, process improvement will also assist Crossroads to improve the quality of care by enhancing the way we interact and respond to clients from their very first contact with our agency. Third, process improvement could strategically be used as a marketing tool as funders acknowledge the value in improving quality of care.

The Crossroads Center has therefore put in place a Change Team, which comprises six individuals including Carl Tucker, Margaret Rehman, Tina Wilson, Pamela Rayford, Rose Ehrhart and Dr. C. Lumana Pashi. This team has been charged to implement the NIATx approach by using the *Plan, Do, Study, Act* change cycle to recommend and implement process change that assist in improving client's access, engagement and retention in treatment.

We hope that the implementation of the NIATx approach will assist us in reducing barriers to client recruitment and retention as well as in streamlining processes and procedures to save time, money, resources, and ultimately improve client health outcomes.

I would like to thank the change team for their commitment to the NIATx approach and ask all agency staff to work with them as they develop process improvement change projects to be carried out within our agency.

## Farewell to a long-time Friend

On March 25, 2011, The Crossroads Center Family was saddened by the passing of a long-time friend and Board Member. Rev. Teresa Langford served as a member of the Board of Trustees for ten years. We will miss her dedication and leadership.



Rev. Teresa Langford



Ann Pullem,  
CD Counselor

## “HELLO, my name is!”

By: Ann Pullem, CD Counselor, Women's Services

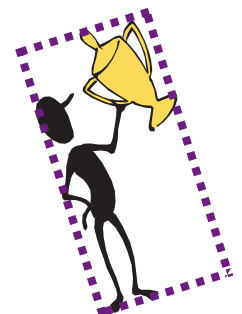
As a chemical dependency counselor here at Crossroads, serving and meeting the needs of women at Chaney Allen, one cannot help but notice the vast array of differences between clients ranging from all ages, to backgrounds, number of children, to name just a few. Challenges within this atmosphere of diversity often take group facilitation and counseling to a new level. I greatly enjoy hearing and trying to see within the hearts of these women understanding that one thing remains constant even amongst the unique differences.

I have made it my personal challenge to be diligent to know and remember their names, each one individually. This may seem insignificantly small but in identifying them by their proper name it allows them to be recognized for who they are and not what they were. Hopefully, in treatment (rehab), they are learning new ideas, ways of coping, handling relationships and eventually seeing their worth and becoming women of respect and honor.

My part-time employment often poses a challenge for me to remember the names of clients from week to week. I see it paying huge dividends when a client will comment, after not having seen her for 3-4 days, "I can't believe you remembered my name." Reflect if you will at how you would feel if before the sticky back came off the Hello my name is tag, someone remembered you, you too would feel acknowledged even though simple, in a special way.

## Employee of the Quarter

The Crossroads Center would like to congratulate Annie Stallworth as our Employee of the 4th Quarter.



## The Disease Called Addiction

**By Sandra J.**

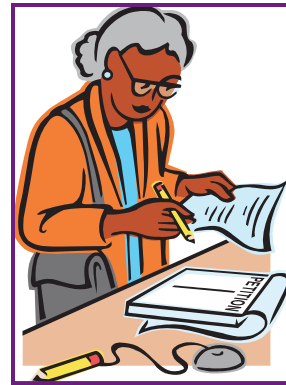
Since I have been here at the ARC program, I have come to an understanding that learning how to cope with my mental illness plays a big part in my recovery. Since I have been in Ms. Brown's group, I have been able to gain more knowledge about my illness. This has helped me to appreciate myself better. The improvement in my self esteem has helped me in coping with the disease called addiction. I'm very grateful to my probation officer who found out about the ARC program. My probation officer has helped me in ways that I cannot begin to explain or express. Also, Ms. Ann, our counselor, has helped us to learn about the risks involved in drug use and safety issues. This, I did not pay much attention to when I was using dope. Thanks to everyone who shared their knowledge with me, every little bit helps and I am very grateful. To anyone who is thinking of getting help, I strongly encourage them to seek help. The ARC program can really help. I've learned some things that I never thought were possible. So come help yourself and help someone else.

## Volunteer Program

The Crossroads Center offers volunteer opportunities for individuals who would like to share their time and talents. There have been several agencies that have participated by referring individuals to assist with customer service and Front Desk Operations.

Recently, one individual accepted a part-time paid position in one of the Residential programs of the agency while she continues with her education at a local college.

Interested adults who want to share their time and talents as a volunteer worker should contact Noel Robinson in the Human Resource Office at (513) 475-5351.



## Giving Thanks

**By: Bernard Gray, Therapist II, General Outpatient Unit**

I thought that it would be good to reflect on gratitude because giving thanks is the way we express our gratitude. Not only is it a key element of most religions but giving thanks or gratitude is also a hallmark of spirituality. People in AA talk about gratitude and being grateful all of the time. Being grateful or gratitude is a feeling which is much better than a lot of feelings. I would rather be grateful than disappointed or frustrated or critical or judgmental. Feeling grateful or gratitude feels really good. I can feel good any time I want just by looking for things to appreciate. It is the spiritual person who develops the discipline or habit of appreciating in order to feel gratitude. So let's get spiritual. Find something to appreciate. Do it daily and do it often.

You can focus on anything you want to appreciate so you can feel gratitude to make yourself feel good. I am going to focus on the Crossroad Center. In the past I have felt critical and judgmental at times, but I discovered that I never feel good when I do that. Today I want to feel good about my work so I am going to look for things about the crossroads center that I can appreciate and feel good. I appreciate that I am making money. Two times per month I get a check. I am grateful for the way that Mrs. Butler and the administration try to find new ways to make money. I appreciate my supervisor for the way she has my back and for the way she shows that she cares about my well being. I am grateful for the clients I see. What joy it is to see my clients getting it, coming to a new understanding of who they are or what needs to be changed. What joy it is to see them get unstuck. How good it is for the moments when it feels like I am on a team which is working together for one common goal. It is so wonderful when I notice such positive qualities shown by co workers like care, compassion, and concern for people. I love it when we become playful and humorous. And I am grateful for all the work that MIS and quality control has done to lessen our paper work. I am feeling really good right now. I like it when I appreciate and fill myself with gratitude. It is much better than when I see and focus on what I do not like. It is much better than seeing what is wrong. Anyone can appreciate and feel grateful. I can do it. You can do it. Let's do it.



*Bernie Gray, Therapist II*

### **Please join us in welcoming all new employees to The Crossroads Center!**

- ◆ *Nakia Whitaker, Evening Assistant Teacher, Child Development Center*
- ◆ *Hannah Pullem, Client Monitor, Residential Services*
- ◆ *Carla Rush, Client Monitor, Residential Services*
- ◆ *Jenica Spencer, Client Monitor, Residential Services*
- ◆ *Chenise Whitaker, Assistant Teacher, Child Development Center*
- ◆ *Kindra Adkins, Summer Camp Leader, Child Development Center*
- ◆ *Reshawanna Jackson, Assistant Teacher, Child Development Center*
- ◆ *Lisa Mikhail, Therapist II, Outpatient Unit*
- ◆ *Kayla Lowe, Summer Camp Assistant, Child Development Center*
- ◆ *Emily Gorlewski, Therapist II, Adult Residential Care*
- ◆ *Lisa Becker, Therapist II, Adult Residential Care*
- ◆ *Brenda Blankenship, Therapist I, Womens Services*





HELPING PEOPLE **T U R N** THEIR LIVES AROUND

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The Crossroads Center is certified by:



Ohio Department of Mental Health

*Addiction and mental illness have several causes - physical, psychological, social, cultural. In order to affect change, all root causes need to be addressed. One area, however, has historically been overlooked; the role of cultural roots in creating and perpetuating substance abuse and remediation of mental illness. At Crossroads, we know that one's background can have a profound effect on outcomes, and provide the tolls men and women use for recovery. That's why we have done significant work in African-American and Appalachian social values and are continuously building our multicultural competencies.*



## The Crossroads Center hours of operation:

**Monday – Thursday 8:00am-8:00pm**

**Friday-8:00am-5:00pm**

**Closed Saturday-Sunday and most Federal Holidays**

**Services are provided by appointment. Persons seeking admission into the agency should call the Intake Screener at (513) 475-5313**

**The Main Receptionist can be reached at (513) 475-5300**

**If you have an updated email address or would like to be added to our email list please call Noel Robinson at (513) 475-5351, fax (513) 281-2571 or write us at the above address.**