



NEO NEWS

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MESSAGE FROM THE DIRECTOR

I first want to thank the members of the Newsletter Committee that are directly responsible for making this newsletter a reality. I hope everyone enjoys reading the various articles and finds them informative, entertaining, and thought-provoking.



For my first Director's Desk message, I want to let you know how I came to be at NEOCAP.

On February 10, 1997, I left the Trumbull County Adult Probation Department to accept the position of NEOCAP's Program Director. I found it a challenge and privilege

to develop NEOCAP's treatment program and assist with hiring staff to operate a new facility. I must be honest, it was never my intention to be here 20 years later.

Prior to NEOCAP, I had a pattern of only working for seven years at each of my previous places of employment. Yes, I always seem to get the proverbial "seven-year itch" - my how time flies when you're having fun! I became entirely consumed by the work we do here at NEOCAP, and it isn't an accident that I have made NEOCAP my home. My wife often reminds me that NEOCAP *is* my first home.

I am fortunate to have been hired by Jim Corfman, a pioneer in community corrections. He was willing to share his knowledge and expertise with me daily for seventeen years. He provided me the opportunity to grow and develop into an administrator and leader in community corrections.

I have also been very fortunate to have a management team of professional, intelligent, highly dedicated individuals working with me daily.

When Jim Corfman retired on October 1, 2014, a national search ensued for a new executive director. The Facility Governing Board unanimously elevated me to the Executive Director position. I was ready for a new challenge and wanted to lead the program into the future.

As your Executive Director, I can only hope that you find the work we do for those that need our help as challenging and rewarding as I have over the past 20 years.

Sincerely,

Jake E. Jones Sr., Executive Director

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A BLAST FROM THE PAST

By: Kim Massary

Many of you have asked me what ever happened to Jim “Corf” Corfman. Where did he go? What is he doing now? It seems that one day he was here, and the next he was gone.

Recently I reached out to Corf to find out what he has been doing these days.

I am happy to report that Corf is enjoying his retirement and is working on new chapters of his life. One of his favorite quotes is that youth is wasted on the young. He has revised that. Youth is a wonderful and beautiful time of life, but being old is “comfortable”. He will turn 70 next year.

Asked what he is doing that is new these days, Corf quickly responds “that renewing old and neglected friendships has been a pleasant surprise.” Whether with colleagues from his day in the APA, or high school and college teammates, he now has the time to reunite. “It is amazing, he said, how we were able to pick up right where we left off.” Some people he had not seen for 50 years.



Many years ago Corf dragged his Youngstown born and bred city wife from the suburbs to rural Portage County where they have several acres of wooded land that is home to countless wildlife. He and she still get a thrill out of

seeing turkey and deer out their windows. They have a stocked pond, but Corf has yet to drop a line. He prefers to feed the fish and watch them swimming around.

To Corf, a great day is walking in the woods with his dog, followed by three or four of the cats, stopping to just sit and enjoy the outdoors. “Not exactly a youthful, exciting day huh? But very comfortable” he says.

Corf finally gave up golf after many years of telling us that he is not going to play anymore.

Partly to replace golf, Corf built a shooting range at his place and has taken up target shooting. “I am not very good at it yet but I see where competing with others is fun. You don’t have to keep getting out of that damn cart a hundred and twenty times to hit that little ball, and not know which way it is going to go anyway.” According to Vince Peterson, he is praying that Corf’s aim with the gun is a whole lot better than with a golf club.

Darlene, his wife, wishes Corf would get involved in something more meaningful, volunteer work or something. But Corf says he is just getting comfortable and enjoys doing things that he did not have time for when working. He says that he is not ready to commit to a set schedule or regimen now or anytime soon.

As a doting grandparent, Corf spends a lot of time with his beautiful granddaughter Hunter who is now a freshman at Ursuline. She is on the Ursuline Cheerleading squad, so Corf attended all the freshman football games and some of the Varsity ones. Corf admits that all Hunter has to say is “Papa, will you do this or that other thing for me?” and he cannot say no. “I take her to school and back every day and I enjoy that time together,” he said.

Corf got rid of that good ole’ red pickup truck, and immediately got his “retirement car”. You know the one, the type that costs way too much, is way too big, and way too impractical. He chose a luxury Toyota Tundra Limited (made in America) with leather seats and all the luxuries. He got the short bed, and still claims to just drive a pick-up truck. But he loves to get in it and go places.

When asked to look back and tell me how he felt when he first retired, Corf said, “that at first, he woke up every morning feeling that he should go to the office.” He thought often about how things were going at work. “After some time passed, I came to accept that I am no longer responsible for anything there”. He added that he felt that he gave his all and left his best game on the field. He is comfortable with his decision to step down.

“One constant in corrections over the last five decades is change,” Corf explained. “It is now in the hands of younger professionals like you, Jake, Rob and Kristina, to tend to the garden and grow opportunities for the likes of the great people who have chosen NEOCAP as their place to engage their skills.

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I look forward to seeing Jake put his stamp on the program and I expect great things, as he is a great leader.”

Now that we know what he is doing, we will let Corf quietly slip back into retirement.

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“Oh-baby” by: Kristina Henik

Friday, September 16, 2016, 8:30am

Kim: “I don’t know how I feel about you working in Painesville today.”

Kristina: “Relax, if I thought I was going to have this baby today, I wouldn’t be going up there. Don’t worry, I’ll be fine.”

Later that day...I am observing Moving On group as Missy facilitates and I experience what I would consider a significant contraction. I am thinking...”Okay, well, I wonder what that is all about.” A half hour later, I experience the same sensation and Missy calls a break for the group as scheduled. I let Missy know that I will be headed back to Warren for the day and at 2:30pm; I load up the car and leave.

One thing about providing Cognitive Behavior Treatment for over 10 years, you become acutely aware of your thoughts and feelings. As I am driving toward Warren and the contractions continue, I am refusing to look at the clock because if I pay attention to how close the contractions are together, I will have to admit that I am in labor and that I might just deliver this child at some Amish farm or worse, in the company car!

I am thinking, “Amish people know how to deliver babies, right?” “I should probably go to the hospital.” “No, I’ll get my car and then go to the hospital.” “I really don’t want to call my husband and tell him about this.” “Okay, I’m going to the hospital.” “This is just crazy; I can’t believe this is happening.” “I do not have time for this today!” After I call my husband and tell him to meet me at the hospital; I call the hospital and tell them to get ready, I am going to deliver this baby when I get there.

At 4:30pm I get into the bed at the hospital, the doctor comes in and I learn that my body is ready to deliver. One hour later I gave birth to a little baby that looks like it is wearing an Elvis wig – lots of black hair with sideburns! We have a little girl – Lydia Marie Henik.



Thankfully, I didn’t have to deliver her in a horse stable in Middlefield with strangers!

My doctor, asked me, “Did you really drive to the hospital from Painesville?” I told him I did and he replied, “We had a deal.” I told him, “Yes, we did, I agreed if I thought I was going to have the baby that day, I wouldn’t go. I didn’t think I was having the baby that day.” Then he looked at my husband and said, “Your wife is one tough cookie, I wouldn’t mess with her.” He replied, “I know, and I think our daughter is too...I’m in trouble!”

The moral of the story...we can’t really trust our thoughts; we are not in charge and the drive back from Painesville is really long when you are in labor!

Health, Dental, and Vision Insurance Renewal

January 1, 2017 is the renewal of NEOCAP’s health insurance program and open enrollment will be open during the month of December. If you need to add or subtract a family member you must do it during the month of December. Remember to take advantage of the routine preventative annual checkups and the newly added benefits of gym membership, weight management, and massotherapy reimbursements!

Quality Assurance Department Undergoes Significant Changes:

With Lori Carson leaving her Quality Assurance Administrator duties to head up the Painesville facility, a void was left with no decision being made on whom would fill Lori's vacant position. Compliance Managers Eric Anderson and Angela Obradovich did not panic; they just rolled up their sleeves and continued to carry out their duties and responsibilities.

It was only a matter of time before a decision would have to be made on who will be taking on the challenge of becoming the next administrator. It was also important to take the time to re-evaluate what we are doing, by asking ourselves what, if any, changes need to be made to enhance our overall quality assurance.

The more we examined our operations and programming, it becomes clear that our residents' medication process and procedures were outdated and insufficient at keeping up with our expanding resident population. In 2015 we had 135 beds in one facility and in 2016 we have 185 beds and two facilities.

To address the medication process shortfalls, we recently hired Brenda Waters to serve as a Compliance Manager with a special focus on providing quality assurance activities over the resident medication process at both NEOCAP facilities.

Brenda is a Licensed Practical Nurse (LPN) with over 26 years' of experience working in the medical field. During her medical career, she has worked in doctor's offices, nursing homes, as well as, in hospital settings. I can just hear the cheers of joy and relief coming from the shift supervisors, the nurse, and the case managers now that they will be receiving much-needed help on dealing with the auditing, refilling, and documentation for the 185 residents' medications.

It gives me great pleasure to report that Angela Obradovich has been promoted to the vacant Quality Assurance Administrator position. Angela continues to step up to any challenge that has been thrown her way. Over the past 9 years, she has worked as a resident supervisor, a case manager, a treatment specialist, and a community specialist and she was

exceptional in each position. Angela is professional, intelligent, committed and truly "speaks softly and carries a big stick."



Angela Obradovich

The final change is to rename the department. The activities of this department are more than just for the purpose of assuring that we are carrying out our functions with quality, more importantly, the activities are designed to provide information on how NEOCAP can improve its operations and program delivery on a continuous basis. To bring the name in line with the goals of the department, the name has been changed to Continuous Quality Improvement Department (CQI). Yes, that makes Angela the CQI Administrator.



Have you ever wondered how to get promoted? I hope you find the answer within this article.

Here at NEOCAP promotions are earned daily. They are earned by focusing on your current job duties and responsibilities, demonstrating a commitment to the residents, and to your team members. Coming to work as scheduled with a positive attitude and a commitment to helping the agency achieve its goals and mission will also help you succeed.

Over the past year, numerous staff members have demonstrated the performance and work ethic that made them the obvious choice for advancement. The staff members below have earned a promotion over the last year and have accepted their new challenge and increased responsibilities.

Erika Atkinson
Virginia Campbell
Rachel Defazio
Jennifer Huston
Jennifer Melvin
Melissa Sanko
Tom Wade
Mandi Galloway

Alisa Bontrager
Lori Carson
Jessica Dell
Jeigh Maynard
Angela Obradovich
Mary Schuler
Samantha Works

TALES FROM UP NORTH

By: Lori Carson

Picture this...an empty and pristine facility (thanks to James Jenkins and his crew of residents) waiting for its first residents; brand new staff waiting to work with residents; female residents in Warren waiting anxiously to be transported to a new facility. Now picture four months later that same facility with sixty residents and all of the drama that those sixty women can bring.

Welcome to the Female Facility located in Painesville Township which opened its doors on June 21, 2016. It has taken an army of staff to work together to make this endeavor a reality. Working with the Management Team to coordinate services and problem solve a multitude of issues has been both exhausting and rewarding. We could not have pulled this off without the "Dream Team" (the name they like to refer themselves as) Rachel, Missy, Mary, and Jeigh. They accepted the assignment to leave the Warren facility and become supervisors and leaders at this facility. I know I speak for the residents and the staff when I say we are very sad to see Shauna and Antonette leave us to return back to Warren full-time. For the last four months, they made the commute from Warren to provide treatment services to the residents and training and coaching to the staff. We are truly indebted to them.



We have not been without some challenges, - getting items to and from the "HUB." In spite of these challenges, we have worked hard and smart to provide the residents with quality services. We have partnered with Auburn Career Center to provide GED classes three times a week. We have an AA meeting running weekly and we will start NA meetings the first of the year.

It has been a productive four months and I look forward to seeing the program continue to grow and flourish in our new location.

A VISION THAT BECAME A REALITY



Trumbull County Day Reporting Staff

On a spring day in 2015, NEOCAP staff member Melissa Hass and Chief Probation Officer Keith Evans started brainstorming on developing a Day Reporting Center that would offer the same types of treatment programs that are offered here at NEOCAP. It was their vision that such a program would be very beneficial for the offenders waiting in the Trumbull County Jail for a bed at NEOCAP.

Offenders could be released from jail and ordered to attend programming daily at the Center. The program would help the overcrowding issues in the Trumbull County Jail; it would allow offenders to start getting treatment services instead of sitting idle in jail.

Approximately one year after the impromptu brainstorm meeting and the collaboration of many agencies, the doors of the Trumbull County Day Reporting Center opened April 4, 2016. NEOCAP longtime employee Jennifer Melvin, who is an expert in delivering the evidence-based treatment curriculums, was recruited to lead a team of professionals and paraprofessionals to offer Thinking for a Change, Anger Management and UCSA (Substance Abuse curriculum) to offenders in the community.



In the Spotlight

Celebrating Adam Ramos’ Ten Year Anniversary

Adam joined the NEOCAP team as the “Maintenance Man” on October 2, 2006. Prior to this, Adam graduated in 2000 from Howland High School and attended Kent State University before transferring to Youngstown State University with a major in Computer Science.

After pursuing his computer science degree, Adam decided to enroll in ETI Technical College where he completed their HVAC certification program,



specialized technical training program to service all appliances, and earned his EPA certified technician credential to work with motor vehicle air conditioning refrigerant recovery and recycling equipment. If that weren’t enough, Adam also gained experience as a guard at General Motors (GM) where he performed security and fire checks and dealt with employee issues.

As you can see, Adam’s technical training coupled with his experience at General Motors (GM) made him the ideal candidate to bring aboard to fill the vacant Maintenance position.

As if he weren’t busy enough, Adam also is an Eagle Scout who learned how to fix almost anything with Duct tape. As an Eagle Scout, he is in rare company with the 38th president of the United States, Gerald Ford. To carry on the tradition, Adam’s 7-year-old son, Sabastian, is in Cub Scouts where Adam also serves as a Den Leader. Sabastian is on his way to joining his dad and President Ford in the prestigious Eagle Scout club.

During his ten years with us, Adam has become known for more than just the guy with the biggest lunches and the messiest office in the world. Adam is a true survivor. He has survived three electrical shocks that

would have taken out a lesser man, numerous self-inflicted knife cuts to his hands and fingers, and he survived being hit by a car in Lowes parking lot while walking to his car.

All fun aside, Adam is a great guy with a good heart and a great sense of humor. He is liked by all and we are fortunate that he decided to join the NEOCAP team.



NEOCAP Success Story Spotlight:

Scott Showman was a resident at NEOCAP from 10/06/2014 – 01/20/2015. Since his release twenty-two months ago, Scott has kept in touch, providing updates on his progress.

During one of his check-ins, Scott stated that many of the skills he learned during his residency at NEOCAP have helped him to maintain his sobriety since he has been released. He shared a story where he used the skill of Urge Surfing to cope with his emotions during a stressful situation. Scott said after a particularly stressful day he was actually in the parking lot at Giant Eagle with the intention of going in the store to buy a bottle of liquor. He said he sat in his car and started to think about NEOCAP and everything the Blue House taught him and after a while, the urge passed and he left. Scott said he was so close to throwing away everything he had been working toward since his release, but thanks to the skills he learned during his residency, that did not happen.

Scott reports that he is enrolled at the University of Phoenix, pursuing a Bachelor’s of Science degree in Human Services with a concentration in Addictions. He maintains a 3.96 GPA in addition to working at a manufacturing company.

Scott expressed that he would like to become a substance abuse counselor; according to Scott “if I can help just one person find the road to recovery then my life experiences as an addict will have been worth it.” He also stated that staying focused on his goals, maintaining positive relationships and using his support network, and avoiding old friends and old places are all changes that have helped him stay sober since his release.

WHAT YOU THINK YOU BECOME!!

By: Amy Logan

Thinking reports, behavior chains, functionals...all tools of the trade here at NEOCAP, with our emphasis on changing residents' thinking. But have you ever wondered why we do what we do, why cognitive behavioral therapy, or even what is cognitive behavioral therapy? The answer is simple: because it works!



Cognitive-behavioral therapy, or CBT, is based on the idea that thinking controls our behavior; therefore the focus is on thoughts and feelings, as well as the underlying beliefs guiding those thoughts. Residents are taught to recognize risky, irresponsible, or unrealistic thinking and then to change that thinking in order to reduce their likelihood of engaging in problem behaviors. There is also an emphasis on skill building, which includes role playing in small group settings, as well as problem-solving.

Staff characteristics are a key component to CBT effectiveness. Staff members must model the skills and pro-social behavior they are promoting. It is also important for staff to be honest and show empathy and sensitivity. It is crucial for staff to build rapport with their clients, as CBT relies on the modeling of skills and clients are more likely to emulate individuals they have a positive working relationship with.

Cognitive behavioral therapy has consistently been found to reduce recidivism, or the instance of re-offending, in both adults and juveniles in a variety of settings and conditions: residential and community, substance abusing and/or violent offenders, those on

probation and parole, as well as those who are incarcerated.

Interestingly, interventions based on punishment and deterrence actually appear to increase recidivism. Recidivism is an important concern because examining the occurrence of re-offending can measure the effectiveness of specific interventions and programs.



In the first seven months of operation, 204 male and female offenders have received treatment at the Center. The majority of the participants are Trumbull County adult probationers. A significant number of NEOCAP residents have received pretreatment or aftercare services at the Center as well.

Keith and Melissa's vision has become a reality. If you have not had the pleasure of visiting the Day Reporting Center, you should take the time to visit this very impressive program.

To arrange a tour, contact Program Assistant Shelby Brown (330) 675-7942 or Program Administrator Jen Melvin (330) 675-7947.



Jennifer Melvin
Program Administrator

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UPCOMING EVENTS



The NEOCAP Annual Potluck Christmas Party

This year each of our sites will be hosting a Potluck Christmas Party. Bring in your favorite dish to share with your coworkers and celebrate the holidays. The celebration will begin at 11:00am and continue until the food is gone. Below are the scheduled party dates and contact person. Please let the contact person know what amazing dish you plan to bring for the potluck.

SITE	DATE	CONTACT	PHONE
NEOCAP Male Facility	Friday, December 16, 2016	Arlesia Dawson	330-675-2669 Ext. 143
NEOCAP Female Facility	Thursday, December 22, 2016	Lisa Schlee	330-350-2893
TC Day Reporting Center	Friday, December 23, 2016	Jennifer Melvin	330-675-7947



Chocolate Cake with Cool Whip Frosting Submitted by Jennifer Melvin

Ingredients:

- the cake:
1 box Devil's Food cake mix
- For the frosting:
1 (8 oz.) container of Cool Whip (thawed)
1 cup of milk
1 (4 oz.) box of Jell-O instant vanilla pudding
¼ c of powdered sugar



Directions:

- for the cake:
Prepare cake as instructed on box
Let cool completely
- For the frosting:
Mix the milk, instant pudding, and powdered sugar on low speed until blended
Let the mixture stand for 3 minutes
Fold in the thawed Cool Whip
Frost the cake and keep it refrigerated

The flavor of the cake mix and pudding mix can be substituted for other flavors.

Newsletter Committee

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