



# T.L.C. NEWSLETTER

The Quarterly Newsletter of The Lennard Clinic

Summer 2006

## OUR MISSION

The mission of The Lennard Clinic is to assist opioid users in Essex and Union Counties to reduce illicit substance abuse, decrease criminal activities, enhance health conditions and improve socio-economic positions.

## CORPORATE VALUES (D.I.R.E.C.T.)

- **DIGNIFIED** - treating clients with human dignity and consideration for their individuality, encouraging staff to conduct themselves professionally, according to established ethical guidelines, both in and out of the workplace.
- **INCLUSIVE** - involving clients, staff and community members in the organizational and programmatic decision making process to assure that appropriate treatment is geared to meet client's needs.
- **RESPECTFUL** - motivating both clients and staff to show mutual respect for one another.
- **EMPATHETIC** - displaying a clear and real understanding for the feelings and experiences of individuals with opioid dependent disorders.
- **CARING** - attending to the needs and demands of both clients and staff alike with sensitivity to emotions, expectations and individual differences.
- **TENACIOUS** - using every available resource to insure high quality, comprehensive treatment by a motivated staff to produce the desired outcome in the client.

## Spotlight on a Star

### James H. Landgraf, Esq.

James Landgraf, serves as Secretary of TLC's Board of Trustees, where he has been an active board member since 1984. Over the years, TLC has benefited from Landgraf's extensive legal background. He played a pivotal role in helping guide the clinic through its recent name change.

James H. Landgraf, a shareholder of Cureton Caplan, joined the firm in 1995. He is certified by the New Jersey Supreme Court as a Civil Trial Attorney. His areas of concentration are construction industry litigation, contractual disputes, consumer law and complex litigation. He also is a frequent lecturer and author in these areas and in the related field of environmental law affecting construction projects. Jim has been retained by school districts throughout the State as special counsel in contract development and litigation arising from school construction.

Jim has held a number of positions in the Burlington County Bar Association, culminating in the office of President. He is active in the American Bar Association, including the Section on Public Contracting, the Forum on Construction Industry, and the Section of Litigation Construction Committee as Co-Chairman. He is past Co-Chair of the New Jersey State Bar Association Section on Construction and Public Contracting. Jim's civic interests lie in the area of methadone treatment and he sits as trustee on the boards of several organizations dealing with this issue.

Jim has been recognized as an "Outstanding Construction Attorney" by South Jersey Magazine and as a New Jersey "Super Lawyer" in the field of Construction Law by New Jersey Super Lawyers Magazine.

Jim graduated from Muhlenberg College and received his law degree from Rutgers-Camden School of Law. He has been practicing law since 1976. Jim lives in Cinnaminson, New Jersey with his family.



## Clinic Receives High Score from SAMHSA

Lewis Ware, MSW, Chief Executive Officer

The Lennard Clinic scored highest possible points in a recent audit by the Substance Abuse and Mental Health Services Administration (SAMHSA). TLC was one of 27 programs randomly selected by SAMHSA to assess the Commission on Accreditation of Rehabilitation Facilities (CARF) accrediting performance. SAMHSA approves accreditation bodies for five years. CARF's approval expires in November 2006. CARF awarded all three of The Lennard Clinic's programs a 3-year accreditation in 2004.

The audit provides information for SAMHSA's decision to continue to approve CARF by ensuring The Lennard Clinic is compliant with Federal opioid treatment standards. During the audit the CEO and other key management staff were available to answer questions and provide documents to show compliance for earned accreditation.

The audit showed that CARF conducted a thorough survey and is worthy of continual approval by SAMHSA.

TLC performs with the understanding that accreditation standards present comprehensive guidelines for performance improvement. TLC displays its commitment to standards by having a leadership that embraces change, responding to stakeholders needs and keeping an open channel of communications. TLC has a comprehensive Information Technology system and holds regularly scheduled meetings that only address accreditation standards and regulatory needs.

The TLC organization views accreditation as a continuing process rather than a survey event. I applaud all TLC employees for adherence to the CARF standards and to all clients and other stakeholders for their guidance about areas for improvement.

## TLC Nurses Take A Bow

Samuel Roberson, M.P.A., Coordinator of Staff Development

The Lennard Clinic (TLC) continues to show Tender Loving Care by honoring the nursing staff in recognition of National Nurses Week. Each year, National Nurses week begins May 6 and concludes May 12 on Florence Nightingale's birthday. The American Nurses Association's theme this year was strength, commitment and compassion, which echo the corporate values of TLC as well. Our dedicated pool of registered and licensed practical nurses are scheduled for various shifts to serve more than 1,600 clients for 12 hours each weekday. Nurses are also on duty most

holidays and every Saturday. The few days each year that the clinic is closed, the nursing staff makes sure that every client receives their prescribed medication. Lewis Ware, CEO, presented Mamie Alston, Director of Nursing, and representatives from her dedicated staff with a Proclamation from New Jersey Gov-

ernor, Jon S. Corzine. The nurses at TLC's three clinics received beautifully sculptured fruit baskets. Finally, Ms. Alston topped off the activities by providing lunch at the monthly nurses meeting.



## TLC Staff Attend Annual Training Conference

Samuel Roberson, M.P.A., Coordinator of Staff Development

TLC sponsored four direct service staff to attend Addiction Treatment Provider's (ATP) 29<sup>th</sup> Annual Training Conference held at Atlantic City's Trump Taj Mahal Casino Resort, April 25-27. The organization takes pride in providing or arranging competency-based training to personnel providing direct services. Each of the attendees was afforded the

opportunity to hear from trainers on topics that represented best practices in addiction treatment.

Those direct service staff attending the conference were Michael Williams, Samirrah Schuler, Ana Esquivel and David Clark. Carolyn Brackins representing the HR Department was able to attend some workshops and oversee TLC's exhibitor booth. According to Brackins, she appreciated the information and opportunity to network. Williams said, "Of particular interest to me was the session on stress reduction in staff and clients." Overall, the attendees enjoyed the 3 day conference and would recommend it to their colleagues.

# Evidenced Based Practice for Co-Occurring Disorders

**Alnetta L. Hooper, Psy .D, Clinical Supervisor, NJ Licensed Psychologist**

**T**he Lennard Clinic, Inc. has recognized the need to provide comprehensive services for our co-occurring disorders (COD) population. COD clients are those who are faced with the challenge of having both a substance abuse and mental health disorder.

In order to identify and provide appropriate services (as outlined in the Treatment Improvement Protocol {TIP 42} Substance Abuse Treatment For Persons With Co-Occurring Disorders) for these individuals, we have established a process for referral, screening and assessment. The counselor who suspects that their client may have a (COD) completes a psychological consultation / referral record form (which includes varied information such as known psychiatric history, psychotropic medications prescribed, danger to self / others, current problem behaviors, etc.).

The form is given to the Medical Director, who determines whether or not the referral is appropriate. If deemed appropriate, the referral is passed on to the Psychologist. After conducting an initial psychological evaluation, the psychologist makes treatment recommendations. For example, individual psychotherapy with the psychologist or a psychology student intern; family therapy with the psychologist or a psychology student intern; referral to group therapy (in house); referral to Methadone Intensive Outpatient

(MIOP) in house; other in-house referrals, such as continuing treatment with their Outpatient or Patient Incentive Program (PIP) counselor; referral to an outside agency; and / or referral to an outside psychiatrist.

In addition, in an effort to coordinate treatment, we have recently developed a Psychological Consultation / Individual Psychotherapy Result form that will be given to the counselor alerting him / her of the fact that treatment was provided, the diagnostic impression based upon the Diagnostic And Statistical Manual of Mental Disorders (DSM-IV) criteria, and subsequent recommendations.

One way that we have chosen to assess the degree to which the inclusion of psychotherapy has been beneficial or not is to administer the Beck Depression and / or Anxiety Inventories (which give a measurable level of depression and anxiety) to those that we treat for ongoing psychotherapy. These are self-report measurement scales, whereby the client circles the answer that most closely represents how they felt within the past two weeks.

It is our aim to continue to provide comprehensive in-house services to encourage active participation and utilization of treatment, thereby eliminating a barrier to treatment with providing these in-house services.

## Living with HIV

**Ana M. Rodriguez-Diaz, MD, TLC Elizabeth, N.J.**

Twenty-five years have passed since the first cases of HIV were seen by doctors, who were not able to identify this chronic infection as we know it today. At the time, patients presented severe infections and bizarre skin lesions never seen before and for which no treatments were available.

Now there are multiple antiretrovirals from which the "cocktail" treatments can be made up. These "cocktails" require commitment and are not easy to take. Adherence to the regimen becomes an issue.

In order to help the patients, we at TLC in Elizabeth take a multi-disciplinary approach with emphasis in counseling for abstinence from use of illicit drugs and alcohol, improvement in dietary habits, mental hygiene and psychotherapy, compliance with medication and referrals to other specialists as needed (GI, GYN, Dental care, ophthalmology etc.).

To achieve adherence to medication regimens and other "GOALS" it is important for the patient to be involved. A good understanding by the patient of the meaning and importance of "CD4 counts", viral load and prevention of virus resistance is HIV-101.

Questions about time of the day the pills are taken, how many, if taken with or without food, while identifying the pills in a colored medications chart provides the opportunity to assess compliance. Also, if there are side effects, discussion can be initiated about strategies to manage them. We ask other questions about living arrangements, meal preparations (who does the food shopping? who cooks?), and other daily activities to initiate discussions about non-medical topics.

To provide good services to our clients might not be an easy project, but with a consistent multidisciplinary approach, it has been a very gratifying reward to observe how a great number of patients have changed their lifestyles and are living longer and healthier lives.

## Staff Survey Shows Improvement

**Michael Foster, BA, SPHR, Director of Human Resources**

The Lennard Clinic in partnership with the Mental Health Corporation of America (MHCA) has completed its second employee satisfaction survey. Participation in the survey was offered to all full-time employees. Employee total participation was equivalent to the survey conducted in 2004 (55% compared to 57% of all surveys given out in 2004). The results are encouraging, with an improvement in our overall score from 3.15 to 3.54 rating from a possible 5 (highest possible score). The survey covers a broad range of concerns as shown in the table below. The scores in the table reveal an improvement in

every category. The MHCA submitted the results to the National Data Base (NDB).

Employees were most satisfied with their Individual Accomplishments, Supervision Availability and Management / Leadership. Areas that need to improve include: Compensation and Benefits, Pressure & job related Stress and Communications.

The largest improvements have been in Supervision, Pressure on the Job, and Management-Leadership. TLC attributes this to some of the initiatives it has implemented in response to the 2004 survey. All supervisors have attended over twenty hours of training in human relation skills, effective writing of performance reviews, and problem solving. Ceridian, our Employee Assistance Program (EAP) provider, gave a one-hour presentation on reducing stress and avoiding burnout.

Going forward, the employees have asked for improvement in Career Opportunities, a chance at a Leadership Role, Equity in the Compensation system and the Distribution of the Workload, and for more indicators that the Management is truly Caring.

The CEO and the Office of Strategy Management will coordinate focus groups to recommend solutions to issues and tactics to bring about these requested improvements. Exclusively line staff from all departments will comprise the focus groups.

TLC looks forward to your input and ideas to make this even a better place to work. The Client Satisfaction Survey is presently being analyzed by NDB for our next edition.

Category	2004	2006	NDB	Difference
Accomplishment	3.89	3.97	4.2	0.08
Co-worker Interaction	2.88	3.09	3.59	0.21
Supervision	3.54	3.8	3.92	0.26
Management / Leadership	3.36	3.48	3.63	0.12
Communication	2.57	2.73	3.04	0.16
Paperwork - Resources	2.99	3.09	3.18	0.1
Growth - Personal & Job	3.03	3.18	3.49	0.15
Pressure - Stress Aspects of Job	2.54	2.8	3.06	0.26
Compensation & Benefits	2.12	2.23	3.15	0.11
Organization Policies and Procedures	3.03	3.11	3.53	0.08
Physical Environment	3.27	3.39	3.42	0.12
Recognition	3.09	3.31	3.5	0.22
<b>Overall Satisfaction</b>	<b>3.15</b>	<b>3.54</b>	<b>3.84</b>	<b>0.39</b>