



During your stay we
encouraging. We will assist you
positive journey toward your future.

Intake Innovations

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When an individual chooses to make the life-changing decision to begin recovery from addiction, Cazenovia Recovery Systems makes every effort to accommodate the request as soon as possible.

Two key persons in the agency's intake process are Carolyn Hutchen, who oversees the agency's programs in Erie County (excluding the Housing Program), and Michelle McGovern, who oversees Niagara County.

Within 24 hours after submitting an application, individuals receive a call from either Carolyn or Michelle, who then review the documentation to determine appropriate placement. Further screening takes place via a phone call.



Carolyn Hutchen, Intake Coordinator

"I find out what they'd like to work on and what their plans are," said Carolyn, a two-year Cazenovia employee. She is a graduate of Daemen College, where she is pursuing a master's in social work. "It's important to set up the financial resources for their stay, including a personal needs allowance (PNA). If there is a bed available, they

come right in or are placed on a waiting list otherwise."



Michelle McGovern, Intake Coordinator

Cazenovia knows that delayed PNA could potentially lead to triggers for residents. Now, when an applicant is pre-approved for funding, they do not have to wait long for PNA. "We are guaranteed to secure payment for 98 percent of admissions before they even arrive," she said.

Michelle, a Canisius College graduate, worked at Fellowship House for 28 years before its programs were acquired by Cazenovia. She cites "quicker turnaround" as a primary benefit of streamlined intake.

Michelle and Carolyn are in constant communication. "We email, we fax, we text, we call each other, we're always talking," Carolyn said. The result is more success stories, such as identifying an immediate opening at Sundram Manor when Cazenovia Manor had a six-person wait list, and expediting a bed at Unity House to meet one man's critical need. "It's working really well," Michelle reported. "It's nice to have someone that I can share ideas with."

Staffing Info

Let's Welcome:

Glenda Hough, Counselor at
Madonna House

Denise McCabe, Counselor Associate at
Turning Point House

Let's Congratulate:

Ashley Jachimiak is now the Senior
Counselor at Madonna House.

Falonia LaMar is now the Site
Supervisor of Sundram Manor.

Cazenovia Creators & Catchers:

Alison Whou nominated Lynne
Hertienne for working to get agency-
wide passes for the Buffalo Zoo.

Ed Cichon nominated Alison Whou
for contacting Channel 4 to feature a
story on recovery.

Kathryn Kaiser nominated Ashley
Jachimiak for creating a training guide
for new counselors on how to complete
clinical documentation.

Jessica Radice nominated Alison
Whou for her patience and
understanding in training.

Falonia LaMar nominated Paul
Fletcher for implementing technology-
driven communication for residents
and staff.

The Supportive Living staff nominated
Robert Hall III for always being a pillar
of strength and compassion.

Our next quarterly drawing will be
held in June. Nominate your fellow
employees to enter them to win a \$25
gift card!

Cazenovia on WIVB-TV

WIVB Channel 4's Angela Christoforos recently featured a story on the life-saving services provided by Cazenovia Recovery. Angela showed her audience that help is out there for those in recovery. Marsha, a resident of our Housing program, spoke poignantly about her journey and the impact Cazenovia Recovery Systems had on her life. She hoped that her words will inspire people to seek help when they need it most. Greg Fulgham, Interim Housing Program Director, was also interviewed and explained what people can expect from our treatment programs.



Marsha, a Housing resident

Red Cross Commends Casa Di Vita

The Western New York Chapter of the American Red Cross presented Casa Di Vita with a certificate of appreciation in May for participating in its "Seeking Safety" program. Casa Di Vita, our Community Residence on Buffalo's west side that serves women in recovery, worked with the Red Cross to provide education to Casa Di Vita residents on health-related issues. The women received HIV testing, PTSD scans, and more. The initial connection was made by Sue Green, a member of our Board of Directors. Kim Hayward, Case Manager at Casa Di Vita, said the trainings helped the women understand the importance of "using precautions in all areas of their lives."



Kim Hayward, Case Manager

"Just a Thought" Success Stories

As part of our transition to becoming a trauma-informed organization, our agency implemented a new brainstorming initiative titled "Just a Thought." Staff have submitted dozens of suggestions and many are being implemented throughout the agency. For instance, we have purchased zoo passes for staff and residents that programs will soon be able to use. Our Administrative Offices began holding potluck breakfasts, as well. We also are beginning to collect recipes for an agency-wide cookbook, and staff are working to design a game of Jeopardy that will be played at Recovery Day.

April 2016		
Becky Stefanik	Activities that bring programs together, possibly with guest speakers	Does anyone have any do, please feel free to s along with if you want We hope to employ an activities coordinator i have moved to Medica
Karleata Jones	Admin can have a monthly breakfast the staff cook together	This took place on Ma was willing to organize the office, but I have h fun and there are pictu

Some "Just a Thought" responses

Accountability and Praise

Being trauma-informed requires one to engage in a consistent and fair manner. Accountability and praise are two equally important processes that are essential to establishing and maintaining a trauma-informed relationship. Accountability is about holding people to the highest possible standard of behavior (Najavits, 2002). Praise is about noticing the good things people are doing. Both are necessary to empower individuals to take responsibility while feeling safe and validated.

