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## Bell Therapy, Inc. Message From The Executive Director

Since I joined Bell Therapy and Willowglen Academy last January, the organizations have seen tremendous growth and change. The purpose of this bi-annual newsletter is to keep everyone informed of all of these changes, and opportunities that lie ahead. We expect part of our future growth will be based on Comprehensive Community Services, administered by Milwaukee County Behavioral Health Division.

Comprehensive Community Services (CCS) is a recovery-focused, integrated behavioral health program for adults with severe mental illness and/or substance use disorders and children with severe emotional disturbance. CCS is unique for its inclusion of both children and adults and its focus on other physical illness and impact on multiple system use.

CCS provides a coordinated and comprehensive array of recovery services, treatment, and psychosocial rehabilitation services that assist individuals to utilize professional, community, and natural supports to address their needs. CCS is a community-based program in which the majority of services are provided in clients' homes and communities. The program is person-centered and uses client-directed service plans to describe the individualized services that will support the client to achieve their recovery goals. Services are provided by teams of professionals, peer specialists, and natural supports, all coordinated by a CCS service facilitator.

It is anticipated that CCS will touch all of our mental health programs: outpatient, day treatment, residential, and case management, including both Targeted Case Management

and Community Support Programs. As a result we are currently working with a consultant to identify future facility options for some of our programs predicated on the opportunity that CCS presents.

I realize change can sometimes be hard, both in terms of navigating the change and adjusting to it. I sincerely appreciate everyone's efforts to support the positive changes that have occurred, and your dedication to ensure that our consumers receive the best community-based care possible.



## Willowglen Academy Outpatient Clinic Updates



Over the past few months, the outpatient clinic has gone through many changes. We have had the resignation of a clinician, Susan Bemann, clinician and Shannali Maloney the Program Manager. Doug Pulvermacher has joined the clinical staff and has assumed most of Sue's caseload. Terry Price-Decker has also been hired to fill the Program Manager position. The Administrative Assistant position is also open due to Lene Dotzler resigning. We hope to fill that position very soon.

We are also looking at expansion over the next few months. The Willowglen Academy Outpatient Clinic is partnering with the new Bell Therapy CCS (Comprehensive Community Services) Program, directed by Rebecca Frank. We will be able to provide more mental health services to a wider scope of clients. We will be adding 2 clinician position between now and the end of the year. Staff from both programs will be starting to meet to establish a process for communicating and admitting new clients into CCS and WGA-OPC.

This is an exciting time with all the changes and being in the midst of new opportunities. We will continue to work on providing excellent care to our residence as well as support and education to our staff.

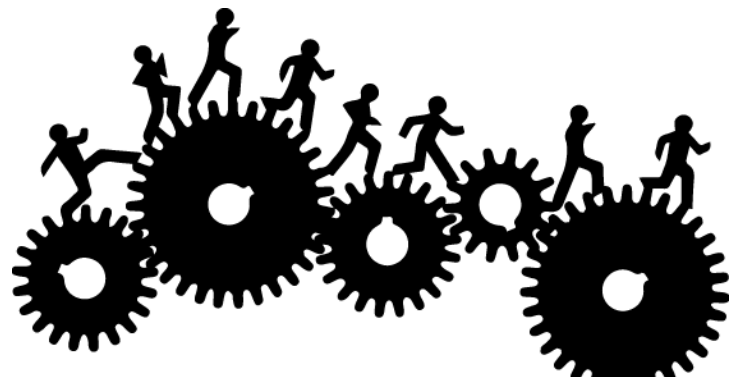
Terry Price Decker, MS, LCSW, LPC  
Program Manager  
Willowglen Academy Outpatient Clinic

## Day One Medical Day Treatment

In the past six months at the Day One Medical Day Treatment Program, our therapeutic focus in groups facilitated by Colleen Jimenez, COTA, Vicki Durecki, COTA, and Bruce Martin, COTA, has been on problem-solving and self-expression. This focus was the direct result of a survey distributed to our consumers requesting input on wants and needs, as well as both CARF and the State of Wisconsin Certification surveyors emphasizing the need for a greater focus on day to day problem-solving skills. Day One was again certified, along with the remainder of Bell Therapy programs, for three years by the CARF accreditation board, and was recertified by the State of Wisconsin for a two year period without any citations. The Day One WRAP group, mentored by Ron Mendyke, LCSW, has begun to work on concepts associated with Acceptance Commitment Therapy, gearing their processing work to mindfulness techniques taught by ACT. We have also welcomed Frank

Fritz, Peer Support Specialist, to our program, and he will soon be expanding our problem-solving and WRAP capabilities. The Day One staff is currently in the process of being certified to become CCS providers.

Jill Letizia, OTR  
Program Manager





## **Transitions and Expansions within Bell Therapy Community Services**

Over the past 6 months, there have been many changes within the Bell Therapy Community Services branch. In January, Rebecca Frank, CAPSW, SAC-IT was hired as the Associate Director of Bell Therapy Community Services. She works with the Director of Community Services in providing supervision and oversight with the Community Services programs including CSP and TCM. She has been instrumental in her involvement in the startup of our new Comprehensive Community Services Program, currently housed in the Henry Kunath Center. Our first client has just been referred for an assessment into the program.

Compressive Community Services (CCS) is a model of psychosocial rehabilitation utilizing a variety of different interventions and services spread across a broad spectrum. This includes just about any behavioral health intervention one could imagine including: care coordination, psychotherapy, psychiatry, peer support, independent living skills, and supported employment. This program is expected to grow leaps and bounds over the coming months and years. It is expected to interface with most of the programs within Bell Therapy. You can expect to hear more about CCS in the coming months through presentations from the programs first hired Care Coordinator, Monica Bester, MSW and other department staff. This program is recruiting for a credentialed LCSW or LPC (preferably with substance abuse counseling credentials) to function as a program supervisor. If you or someone you know is interested, please follow the proper channels per policy and speak with Human Resources to learn more.

Our Targeted Case Management program underwent an expansion over the past several months. The Milwaukee County Community Access to Recovery Services (CARS) Division, gave its endorsement of the program's good work by referring another caseload (25) of clients. The program now has a census of 75 and was able to hire a third Case Manager, Christy Hubbard.

Many new developments have been taking place within our Community Support Programs. The CSP South office re-located to its new office location in October in preparation for many exciting changes. In conjunction with the closure of the County CSPs, our CSP South office will expand to an eventual client census of 126, from a previous number of 66. To support the additional clients being served, additional Case Manager positions were added. New staff to join the team have included Ashley Dyer, Laura Cole, Latischa Riley-Coleman, Lisa Muenzenberger, Marina Tylets, Laura Schram, William Walker, Ali Murphy, Kamelah Reed, and Elizabeth Flores-Bustamonte. John Peplinski and Aileen Playter were promoted from their Case Manager roles to serve as the new Clinical Coordinators. Melissa Zellmer has moved into a full time role as the second nurse within CSP South. CSP North has undergone changes by adding another Clinical Coordinator position and hiring Jen Simon, Lisa Schobert, and Cynthia Amaihe as new Clinical Coordinators. They join Clinical Coordinator, Jenny Hawes and Program Manager, Jeremy Berger to form the CSP North Supervisory Team. A Certified Peer Specialist position has been added to Community Services. Frank Fritz has just been hired for this position. Additional Case Managers and Mental Health Technicians have also joined the CSP North Treatment Team. They include Kristin Schneider, Samantha Holm, Sequoya Allen, William Walker, Melissa Urick, Melissa Searle, Nicole Gail, Scottie Smith, Diane Patterson, and Natalie Bretl.

An exciting and innovative way of providing services to our CSP clients has just started within CSP North and South. All of the treatment staff are receiving training from Case Western University for the Assertive Community Treatment (ACT)/Intensive Dual Disorder Treatment (IDDT) model of treatment services. CSP North has been divided into two treatment teams (Fresh Start and Life Line) and CSP South Team has been named Agents of Change. Individual caseloads will eventually be eliminated as the philosophy of the ACT/IDDT is for more team-based services and even more community outreach. The transition will evolve over the next several years and the focus of services will be increasingly based upon client choice and their desired outcome of treatment.

Bell Therapy Community Services will continue to strive to provide strength-based and interactive programs. Our staff will remain focused and dedicated to assist clients in their recovery path and uphold the ideals of our Vision statement including in stilling hope, developing trust, ensuring safety, and providing opportunity for all of our clients.

Douglas Higbie, Ph.D. & Rebecca Frank, CAPSW, SAC-IT  
Program Director - Program Associate Director  
Community Services Program

## Willowglen Wraparound

Every six months the Willowglen Wraparound Team receives our Annual Performance Review (APR). The APR provides the Team with valuable information regarding our performance on a number of indicators that reflect quality of care. Willowglen Wraparound began 2015 as the highest performing Wraparound agency as scored by the APR. Specific areas of success include; level of family satisfaction, level of disenrollment progress, weekly face-to-face contacts and monthly Team and Plan of Care meetings. The current APR period is wrapping up on July 31st, 2015 and we are preparing for a retreat on August 17th, 2015 where we will assess our performance and develop our Agency Improvement Plan for presentation to Wraparound Administration on August 27th, 2015.

Since the beginning of the calendar year we have welcomed three new staff; Care Coordinator Jamie Sanders, Lead Care Coordinator Kara Stephens and Coach Care Coordinator Jessica Brimley. The Coach Care Coordinator is a new position developed to provide additional support to our growing Team. Currently we have the privilege of serving 94 youth in Milwaukee County.

On May 20th, 2015, Wraparound hosted the 5th Annual Youth Talent Show. After approximately four months of rehearsals the performance took place at the Pulaski High school Auditorium in front of a crowd of over 500 friends, family and community supporters. Performances included singing and dancing. The night also included a gallery and silent auction of over 100 art pieces. The performance and art gallery provided the youth with an incredible opportunity to showcase their unique talents and be recognized for their strengths. The 90 minute performance concluded according to tradition with the singing of "Lean on Me" which brought the crowd to their feet to join the performers in a show of support and community.

The Willowglen Wraparound Team and families worked together to create the stage backdrop for the talent show during one of our monthly family events. The backdrop will be able to be used for years to come. Other monthly family events this year have included: Ice skating, Black History Month Bingo, Kickball, 4th of July Flowers in the park, and Tie Dying. As we look ahead we are planning the Annual Wraparound Family Picnic on August 14th, 2015 as well as the Annual Care Coordinator Appreciation Day Celebration on August 20th at Zoo a la Carte.



Jessica Zoch  
Associate Director

## Day One East Day and Vocational Program

Since 1978, Bell Therapy Day One East, Day Service and Vocational Program, continues to provide services to adults (ages 18 years and older) with Intellectual Disability with co-occurring behavioral and emotional problems severe enough to interfere with maintaining independent living, community involvement and/or employment opportunities. Our aspirations are to provide our participants the coping skills and life skills as a means to improve their independent functioning while fostering interactive experiences, increasing their adaptive functioning level in the community, and providing an array of vocational opportunities.

## **Cont... Day One East Day and Vocational Program**

A typical day at DOE entails small group structure within our 10 unique treatment rooms with the potential for the following (and much more) to occur through the planned therapeutic activities schedule:

### **Daily Activity Schedule provided in a small group structure:**

Active Daily Living Skills (ADL's): Performing basic hygiene care at least four (4) times a day.

Sensory Integration: Learning to regulate and monitor the different stimuli's in various environments.

Socialization-Emotional Skills: Psycho-Education and Group Counseling on:

Social Skills for daily living skills in the community

Self-Esteem Building/Anger Management

Coping Skills and Support System Development

Communication Skills in the work environment

Exercise/Movement:

Gross and Fine Motor Skills Development

Strengthening and Stretching

Education/Learning: Teaching and training participants on basic life skills to enhance independence in:

Reading and basic mathematical concepts (money management)

- Leisure Activities: Based on participants preferences, interests, and values.

- Walks in the park/reading or having a book read to consumers/listening to music

Pre-Vocational: The process of building on skills taught in the treatment room in order for the participants to master skills for vocational opportunities.

Community Outing: Based on the participant input meetings.

In addition to the small group structure of our treatment rooms, there are three large group activities offered; one in the morning, one mid-morning and one in the afternoon. DOE does provide lunch to the participants and the opportunity to learn a vocational skill in the Vocational Opportunities Program.

### **Vocational Opportunities Program:**

Promoting independent living skills through purposeful work for those consumers choosing to be a part of paid or voluntary employment. Currently, DOE employs 65 consumers. The following list includes all of our vocational tracks:

- Housekeeping: cleaning residential/commercial buildings

- Food Service: Dishwashing/serving food/clearing tables

- Food Sales: Selling baked goods to various subsidiaries

- Office/Clerical: stuffing envelopes/putting together large binders

Day One East employs an amazing team of individuals of dedicated and committed staff who instill hope, safety, trust and opportunity to the participants on a daily basis. With today's competition, our program has become a leading program in the community. Our dedicated staff continues to play a big role in the success of our program.

Julia Wells  
Program Manager  
Day One East

## In The Exciting World Of Residential!!!!

The last six months for Bell Therapy Residential has been a whirlwind of activity, between readying ourselves for CARF as well as going through many organizational and programmatic changes. Organizationally, the residential system has evolved, going from one director to 2 directors, one over Belwood and the Crisis Stabilization Homes and one for all other CBRFs and AFHs. We also have an Assistant Executive Director for residential programs, which has added much needed additional support to the residential team.

The first six months of 2015 saw the closing of two of our group homes, Silver Spring and Sheridan. However, both houses will be opened in 2015 with different program designs. Silver Spring is in the process of a major remodeling, which includes gutting of the bathrooms and kitchen. This house will be licensed as a 2 bed Adult Family Home for two women from Milwaukee County Behavioral Health's Rehabilitation Central. The women will have their own separate apartments which are being remodeled to meet their individual needs.

Sheridan will be re-opened as a CBRF, possibly serving consumers with co-occurring disorders and/or gender-specific programming. The actual program design is in the early stages of being developed.... so stay tuned.

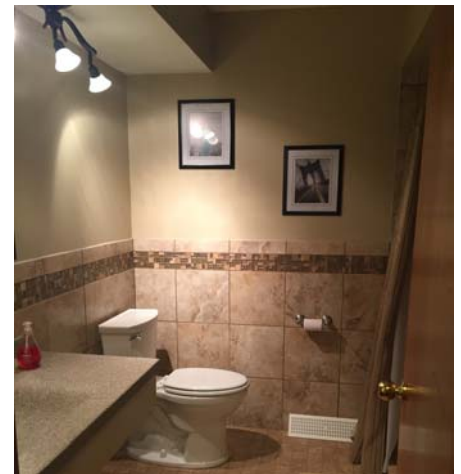
Our Maintenance Department totally gutted and remodeled Thurston CBRF. Recently the Milwaukee County Behavior Health Division Quality Assurance Team toured the house and was highly impressed. They would like to make this home a blue print for all residential facilities. Kudos to the maintenance team for what they accomplished with this home along with all their other projects. Thurston will be opening up in August 2015 and will be providing residential services for four men from Rehabilitation Central. We have hired the staff for the home and they are now in training. In March 2015, David Hanizeski, was hired as the case manager for Thurston. He has been visiting and engaging with the four men who will be moving to the house.

Belwood was able to hire its first peer support specialist, who comes in every Thursday and engages the residents in a variety of activities, groups and individual support. The hope is to be able to hire another peer support specialist in the upcoming months.

Through the examination of staff schedules, making changes of staff schedules and managing overtime, we were able to bring all staff whose wages were below the \$11 mark up to \$11 per hour. For some of our staff, this was over a \$2 an hour increase. This is the first step in wage restructuring. We continue to examine

all our residential programs to ensure that staff have the tools needed to engage residents in strength based treatment, that residents treatment is interactive and our homes provide comfort and safety.

Mary Wierman  
Program Director  
Bell Therapy Residential



## Be the Change

Let's make a difference in the lives of the clients we serve and individuals who work around us. Our goal is the same at every level in Bell Therapy. Some of us have been here longer than the others. What is important is not how long we have worked here, but what we've accomplished. Our focus here is not "me" but "us". Our goal here at Bell Therapy is



## Cont... Be the Change

to provide safe environment for those we serve, and treat them with respect and dignity. We at Bell Therapy have experienced many changes over the past six months. Change for many people can be uncomfortable; however it is the opportunity for staff to showcase their potential. We encourage each other to embrace that uncomfortableness, as change is needed. We need to transform our company into a team. Let's work together in building a strong team, by keeping truth as the foundation and Hope, Safety, Trust and Opportunity as the pillars. We all are a part of something bigger. We all have a role to play, but we do not operate in our own territory. We all belong to "One Bell Therapy team" and working towards helping someone have a better life under our care.

Julia Warzynski  
Associate Executive Director

## Meet The Directors

### Walter Laux, MS, LPC, CSAC; **Executive Director**

Walter received his undergraduate degree in Criminology & Law Studies from Marquette University and his master's degree in Community Mental Health with a specialization in co-occurring mental health and substance use disorders from Southern New Hampshire University. He has previously served as the Director of Behavioral Health at Community Advocates, Director of the Community Services Branch for the Milwaukee County Behavioral Health Division, and the Director of Genesis Detoxification Center. Walter has also operated medical clinics, an assisted living facility, and worked in a managed care organization. He has presented at national and state conferences on a variety of topics related to substance abuse and mental illness, including managing a recovery-oriented system of care.

### Julia Warzynski, **Associate Executive Director of Residential Services**

Julia attended college at Winona State University. She graduated cum laude in 1997 majoring in sociology with a minor in psychology. After graduating college, she worked adjudicated and special needs youth on the county grounds in Milwaukee. In 1998, Julia joined Bell Therapy Residential services, as a group

home supervisor. She was promoted to a Program Coordinator position in 2000. She served the DD and MI population over five years at Bell Therapy. Julia in 2014 returned/rejoined Bell Therapy as a part of the Quality Assurance team. Her contribution as Quality Assurance leader with Residential background has made a great impact of Wisconsin residential programs. Julia's experience and knowledge along with her servant leadership style will help the Bell therapy residential programs and team to a different level of Quality program.

### Jessica Zoch, **Associate Executive Director of Community Services**

After transitioning in to the role of Supervisor of the Willowglen Wraparound program in March of 2011, Jessica quickly lead the Team to top performance on the biannual APR. The highest level of performance has been maintained throughout her supervision of the program. Jessica developed an individual review process that allows for personalized employee evaluations and targeted interventions. She also established a new streamline client records system that reduced waste and improved efficiency. Jessica has a specific interest in youth transitioning to adulthood and addressing the challenge of human trafficking in our community.

### Todd Campbell, Ph.D., CSAC, ICS; **Chief Clinical Director**

Dr. Campbell is a licensed psychologist with professional interests in eco-systemic models of care, program evaluation, motivation enhancement, recovery, and interdisciplinary training. Dr. Campbell received his Ph.D. from Texas A&M and was the Department Chair of Counselor Education and Counseling Psychology at Marquette University. He has authored numerous publications, provided research/evaluation consulting and presented at a number of national and international conferences. Dr. Campbell will join us part-time initially as he transitions duties from The Bridge Health Clinics & Research Centers, Inc., where he is the President/CEO.

### Veronica Rodriguez - Lewis, PHR, **SHRM-CP;**

**Human Resources Director**  
Veronica joins us from MATC, where she was previously employed as the Director of Diversity & Employee Relations. She has both an MBA in HR Management and a Masters of Arts in Education with a focus on Professional and Organizational Development. She has extensive experience in HR/benefits administration, recruitment and training from a variety of local and national HR positions. Veronica will be joining us on September 21.



## Welcome To Our New Employees

Bretl, Natalie	Davis, Jennifer	Wicks, Ethel	Canady, Lisa	Rankins, Margo
Vaughner, Africa	Hudson, Sasharae	Daniels, Sheneda	Parrott, Tisha	Wells, Na'Stalgia
Bester, Monica	Townsend, Renee	LeFlore, Ashonte	Patterson, Caleb	Brimley, Jessica
Thomas, Kevin	Holm, Samantha	Pearson, Chaundra	Tate, Ebony	Stephens, Kara
Holland, Shartina	Walker, William	Ricks-Ross, Maggie	Allen, Sequoya	Johnson, Venus

## Celebrating Anniversaries!

Zellmer, Melissa -5 Years	Werhand, Kristine -15 Years	Jude, Marilyn -20 Years
Terry, Hollins -5 Years	Reyes, Jose -15 Years	Satterwhite, Alfred -25 Years
Johnson, Aquanta -5 Years	Peterson, Trammeil -15 Years	Sargent, Jacqueline -25 Years
Gilbert, Marquita -5 Years	Muskgrow, Keith -15 Years	Platt, Rose -25 Years
Evans, Alexis-5 Years	Copening, Tory -20 Years	Jackson-Welch, Ottimease -25 Years
Enslow, Craig -5 Years	Martin, Bruce -20 Years	Anderson, Kim La Von -30 Years
Daniels, Anita -5 Years	Marks, Walter -20 Years	

# ANNOUNCEMENTS

- **UNUM Open-Enrollment for Voluntary Benefits**

**Sept 8-10; Sept 16-17; Sept 23-24;  
8am-8pm EST**

**See Insert for details or call Mary at 414.226.1033**

- **Human Resource Department (as of 4/1/15)  
is located at:**

**Silver Spring Center  
5555 N 51st Blvd • Milwaukee, WI 53218  
414.527.6970**



**HOPE SAFETY TRUST OPPORTUNITY**