

# SBH Recovery Today

A Publication of Syracuse Behavioral Healthcare

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## Gambling Treatment Clinic Opening

The New York State Office of Alcoholism and Substance Abuse Services recently awarded SBH operational and start-up funds to open a gambling treatment clinic.

The funds will allow us to hire a staff person to establish the clinic at our outpatient clinic at 847 James Street. The clinic will offer outpatient individual and group counseling sessions to those affected by gambling.

Mr. David Borst will be running the clinic, after many years experience in the chemical dependency field.

If you or someone you know is affected by gambling please call us, or tell them about this new service for Central New Yorkers.

We can be reached through 315-471-1564 for more information or to make referrals.

## SBH Training Institute

On December 10, the Board of Directors of Syracuse Behavioral Healthcare designated the creation of the SBH Training Institute.

The creation of this new program will facilitate the opening of our OASAS approved training programs to the larger community. The recent success of the agency sponsored trainings for CASAC examination licensing and the overwhelming response to the recent Self Inflicted Violence and Preventing Compassion Fatigue training summit were major factors in taking this next step.

These courses will offer staff development for all human service professionals.

Enrollment is open now for the 45 clock hour training; Mod IV, Ethics/Counselor Client Relationships training which begins at the end of January.

SBH offers a combined 406 clock hours of OASAS approved trainings in the areas of Alcoholism and Substance Abuse; Counseling; Assessment, Diagnosis, Treatment Planning, Case Management and Discharge Planning, and Ethics, Client/Counselor Relationships, and Counselor Wellness.

To discuss opportunities to design a new course or teach an existing course contact Kathleen Gaffney Babb, or to register for the Mod IV training contact Lisa Mott at 315-474-5506.

Stay tuned for the SBH Training Institute calendar coming soon to our website [www.sbh.org](http://www.sbh.org).

## Inside This Issue:

- Gambling Treatment Clinic* .....1
- SBH Training Institute* .....1
- SADA Charity Preview*.....2
- STARS*.....2
- Staff Spotlight*.....2
- Client Satisfaction Survey* .....3
- SBH Contacts* .....3
- Response Card*.....4

## SADA Charity Preview

On February 5th Syracuse hosts one of its premier annual events, The Syracuse Auto Dealers 10<sup>th</sup> Annual Charity Preview. We are privileged to be one of the thirteen exclusive Charity Partners that benefit from this event.

The evening entails a special mix of great food, energizing entertainment, and awe inspiring automobiles. There is not another event in Syracuse that captures such a strong mix of sensory delights.

If you would like to participate in this special evening you can do so by purchasing a ticket for \$125, or becoming a sponsor with many levels to choose from. All the money that is raised from ticket sales or charity sponsors will go to the charity you choose. A ticket purchase and sponsor selection form is enclosed with this edition for your convenience.

## Giving Tree Donors Thanked

A special thank you is owed to everyone that supported the Giving Tree program to benefit the children of the Women and Children Program. Your generosity helped the holiday season to be special for our children and less stressful for parents trying to establish a solid future for them.

- |                        |                     |
|------------------------|---------------------|
| Mr. and Mrs. Frappier  | Father Jim O'Brien  |
| Mr. and Mrs. Lickstein | Ms. Oksana Dudiak   |
| Mr. Robert King        | Ms. Mary Richardson |
| Mr. Karl Hauge         | Ms. Julie Sprague   |
| Mr. Christopher Roder  | Mr. and Mrs. Crouse |
| Ms. Susan Haggerty     | Mr. Chuck Robillard |

## STARS

A recurring theme at SBH during this holiday season and throughout 2008 will be STARS!

We are dedicating events and recognition efforts to shine a little light on the STARS that make our treatment teams outcomes shine so bright.

There are so many talented, and genuinely bright and steadfast STARS at SBH that guide so many people each day and night through the various treatment programs that begin the path to recovery, that it makes sense to celebrate their shining example to the community.

You may notice people wearing a special star on their lapel denoting they are one of our STARS. Please take a moment to ask them what makes playing on an all star treatment team so special. You will likely hear many individualized responses but one common thread will emerge. Our shining example is meant to offer a guide for people beginning a recovery journey to find a path that works for them, and light the way a little as they take their first steps down that path.

- |                           |                      |
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| Ms. Julie Dudden          |                      |

## STAFF SPOTLIGHT

### Dawn Greene

Dawn Greene joined SBH in 2003 as a per diem counselor aide at the Evaluation Center. Dawn served as a full time counselor aide, counselor 1, and counselor 2 during her early career. After a few years of hard work, training, and clinical development Dawn now serves as the Director of the Evaluation Centers 18 bed crisis services.

Dawn is a Credentialed Alcoholism and Substance Abuse Counselor, and earned her Bachelor of Science degree from Syracuse University in 2004.

In the past year utilization and clinical outcomes have been steadily increasing under Dawns leadership. Dawn attributes her success to the foundation laid by previous and current staff in conjunction with the support she receives from the rest of the agencies inpatient services team.

In her spare time Dawn enjoys time with family, shopping and reading. When asked why she chose SBH, she explained that SBH chose her years ago, and has invested so much in her personal and professional development that it made sense to be where she knew people would invest in her.



## Inpatient Services Satisfaction Survey Analysis Yield Treatment Outcome Improvements

During the past year Inpatient Services engaged in effort to use clinical outcomes as the key data to improve our effectiveness and efficiency measures.

NIATx change initiatives were undertaken at both the Willows and Evaluation Center with impressive results.

One initiative was studying client input regarding the admissions process at the Willows. By listening to what clients were telling us we were able to raise satisfaction with the admissions process from 90% at the end of the first quarter to 93% by the end of the third quarter.

The Admission's Management team has used the analysis from this research as the impetus for further changes to create more effective practice standards.

The team at the Evaluation Center conducted an analysis of the clients who left treatment against clinical advice. We discovered some interesting age specific dynamics at work. As a result of the outcomes from that study, we are in the process of making programmatic changes that we believe will help clients remain in treatment by addressing age specific treatment needs.

The results from exit satisfaction questionnaires have repeatedly demonstrated the efficacy of our Seeking Safety, Higher Purpose, and Acupuncture programs. For example, of the 223 clients admitted to the Seeking Safety group over the last two years, 201 individuals or 90% successfully completed

the Willows. This is significant given the fact that the population of clients with a childhood trauma history have been proven to be at a greater risk to leave treatment against clinical advice.

Numbers are one thing, but client comments really tell the story.

Willows Inpatient Stories:

- "I would like to thank all the staff at the Willows. You all have helped me grow into the person that I have wanted to become for so long. You have opened up a gate to freedom for me. Before I came to the Willows I couldn't look in the mirror and see or like who I was. Now I see a self-respecting woman with a bright future. Thank you for everything."
- "I feel blessed to have another try at a better way of life and the part the Willows played in that."
- "I think this place helped me a lot. I never thought a 28-day program could be so beneficial."

Evaluation Center Stories:

- "The staff was the best thing about that program and "without them I may not have stayed. As bad as I felt, they still made me feel that I could get through this."
- "The staff and counselors were very helpful. They were always there when I needed to talk or to cry. They helped my confidence when I wanted to give up."
- "They treat you with respect and are very interested in your recovery throughout you stay. They always give you the time you need and allow you to participate in your treatment plan. They are always very encouraging and supportive."

We are looking forward to even greater program enhancements in 2008 continuing to address the changing needs of the clients in our care.

## Contacts

**24-Hour Helpline**  
315-471-0568

**Outpatient Counseling**  
847 James Street  
Syracuse, NY 13203  
Telephone: 315-471-1564

**Inpatient Rehab at The Willows**

847 James Street  
Syracuse, NY 13203  
Telephone: 315-492-1184

**Inpatient Withdrawal at The Evaluation Center**

714 Hickory Street  
Syracuse, NY 13203  
Telephone: 315-701-1516

**Residential Services**

770 James Street, Suite 139  
Syracuse, NY 13203  
Telephone: 315-492-9964

**Corporate Headquarters**

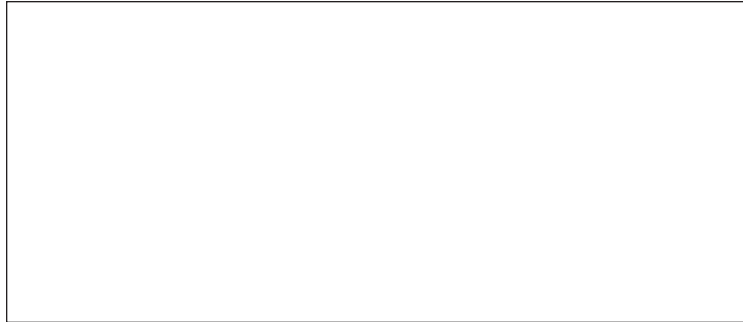
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www.sbh.org



*“Serving CNY Since 1920”*



## Fundraising & Development

- Join a group of people working to develop a network of SBH supporters for fundraising and development.
- If you would like to stay informed, you can email us at [FriendsandAlumni@sbh.org](mailto:FriendsandAlumni@sbh.org), or complete this tear-off and send to:

SBH  
770 James Street, Suite 141  
Syracuse, NY 13202

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