

Transition Talk

Centre, Inc.

Sharpening Tools for Better Results

"Give me six hours to chop down a tree and I will spend the first four sharpening the ax."
Abraham Lincoln.

Steven Covey's "7th Habit of Highly Effective People" is *sharpening the saw*.

Our cutting edge (or tool) in the field of corrections is our own knowledge and skills to motivate offenders to change their behaviors and to teach them the skills to do so. Similar to the woodcutter, we need to use the right tools and keep them sharp in order to produce results – and to avoid burning out by expending energy unskillfully and accomplishing less than optimum results. From the research, we know that there are proven strategies to engage offenders in lowering their resistance and getting them moving along a path of change.

Centre is committed to two major initiatives over the next year which, according to research, will enhance our ability to provide rehabilitative services to offenders. The National Institute of Corrections (NIC) has granted our request to come to North Dakota this summer and provide us with advanced training on the updated version of its evidence-based model: Thinking For a Change. After completing the 32-hour NIC training, we will begin facilitating this skill-building group for offenders, and several of the Centre staff will be eligible to become certified trainers.

Another major undertaking is ongoing Effective Communication - Motivating Strategies. Again, we are receiving instruction from a national expert to learn and practice the proven techniques to engage the offenders in making lasting

changes. Not only will we learn better ways of engaging and motivating residents, staff will learn how to support and coach each other in maintaining and improving our skills.



We are excited to report these two major endeavors which will support our long range vision of becoming a leading provider of rehabilitative services by having highly qualified people trained in the appropriate tools to accomplish the mission we are entrusted with, which is preparing people to become productive members of society and reducing their risk to recidivate.

Submitted by Linda Johansen, Assistant Director of Operations

Special points of interest:

- Positive feedback from CPC Assessment.
- Pat Becker in Mandan celebrates her 20 year anniversary with Centre.
- 3 new members join Centre's Board of Directors.
- Centre selected to receive Philanthropy Grant.

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Center Mandan & Fargo Undergo Correctional Program Checklist (CPC) Assessment

In cooperation with the ND Department of Corrections, and U.S. Probation Offices, both Centre's transitional facilities, in Mandan and Fargo, recently underwent a CPC Assessment. The CPC is a tool designed to ascertain how closely correctional programs meet known principles of effective intervention. The CPC is divided into two basic areas: CAPACITY and CONTENT.

Our capacity was rated as effective,

meaning that the leadership and staff is well qualified, is aware of and values the research, and the agency has the capability of making modifications to respond to the changing needs of the offenders and the community.

There were many positive comments about the content of our programs and practices, as well as several recommendations for further development. It was affirming to note that most of

the CPC recommendations were already on the Strategic Plan that we developed last fall. Now, as we move forward with developing and implementing the Plan, we'll have the benefit of the "expert's" advice in how to best align our interventions with the evidence from research.

Submitted by Chris Shotley, Director of Operations and Linda Johansen, Assistant Director of Operations

Centre, Inc. Adds Board of Directors

Centre, Inc. is pleased to announce the addition of three new members to the Board of Directors: Penny Dale, Jerry Sheldon, and Scott Hildre.



Penny Dale brings a wide variety of experiences to the Centre, Inc. Board. Her introduction to community correction programs occurred when she served as the Program Coordinator for RESTORE from 2002-2006. During her career she has spent over 15 years with both the University of Minnesota and NDSU Extension Services working with the 4-H program. She currently is the Director of 4-H Military Projects with NDSU Extension Center for 4-H Youth Development, where she oversees three grant initiatives for military connected youth. She also worked for MeritCare Health System in Education Services. As an educator she was involved in management and leadership development

programs, quality improvement initiatives, and served as a group facilitator. Penny resides in Fargo with her husband. She has two adult children.

Jerry Sheldon had previously been on the board in the 1980's. He is a native of North Dakota and spent 40 years in education as a coach, principal and Director of Athletics in the Fargo Public Schools system. Jerry also worked as the Production Manager for Continental Insurance Company in Overland Park, KS. He is currently retired and resides with his wife in Fargo.

Scott Hildre was born and raised in North Dakota and moved to Fargo in 1972. His background is in marketing, sales, teaching, and public speaking. He has managed both retail and service businesses in Fargo, and worked 5 years as the Marketing Director

and Assistant Manager for the largest shopping center between Minneapolis and Seattle. Scott was both local and regional Sales manager for NBC TV station in the Fargo/Grand Forks Market. He has also worked as an independent sale and marketing consultant. For the past 12 years, Scott has concentrated on investment real estate, land sales, and both selling and leasing commercial space. Scott is currently employed by Coldwell Banker Commercial First Reality and has been there since 1998.

Centre currently has nine board members. Other directors include, President Loren Holscher, Vice President Thomas Jefferson, Treasurer, Richard Garske, Secretary, Rodger Mohagen, John Postivit, & Barb Brecke.

Submitted by Josh Helmer, Executive Director

Useful Computer Tips



<http://www.itconflict.com>

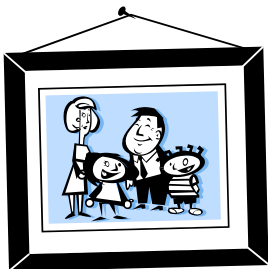
Follow these top 3 computer tips to keeping your computer or notebook running like new.

1. Uninstall programs you don't need. Go through your add/remove programs in Windows and identify programs you've never used. It is safe to say, if you haven't used it yet, you probably never will and it will continue to waste space.

2. Run a weekly scan of Anti-virus Software. There are many different varieties of these programs you can download from the internet for free or purchase. These programs scan your computer for harmful spyware, and adware cookies left behind from internet sites you visit. Once they are detected by the software you can quarantine them from your computer.

3. Perform a Disk Defragmentation. Windows is not very efficient when it comes to storing files. Because of this, your computer has to work harder to make them run. Running a disk defrag is a long process but only needs to be done a few times a year. To do this, open up Computer or My Computer, right-click your local disk C: and select properties, select tools and defragment now.

Serving Our Youth in Need



Throughout time, the trend of adolescents becoming chemically dependant has been on the rise. Centre, Inc. serves chemically dependent adolescents in Grand Forks between the ages of 12 and 17 through a contract with Northeast Human Service Center. These teens participate in a 5-week inpatient treatment program attending group twice a day with a Licensed Addiction Counselor. The residents learn a wealth of information to help them understand how their addiction to chemicals has impacted their lives and those

around them, and also learn new skills for coping and managing their feelings and behaviors.

In the Family Programming component, residents share certain assignments with their family members, with the goal of becoming more open and honest about their chemical usage, and not having to hide anything anymore.

The young people are able to stay current in their education while participating in treatment by working with an on-site

teacher from the Grand Forks School District.

Recreation activities are provided on a daily basis to re-enforce their clean and sober lifestyle, which include going to the YMCA, rock climbing, visiting parks around the city, and a variety of other leisure and recreational activities.

This program has been in service for 10 years and continues to help, guide, and educate those who are our future.

Submitted by Thomas Kopp, CATS Program Manager

Milestone Anniversaries

Centre recognizes these dedicated employees with anniversaries during the first half of 2011.

2 Years

- Camie Pfeifer-LAC, Fargo
- Heather Grandstrand-CM, Fargo
- Greg Scheel-Maintenance, Fargo
- Cheyenne Giere-DHO, Fargo
- Natasha Conway-CM, Fargo
- Erik Baron-Dietary Manager, Fargo

- Tami Paulson-Residential, Fargo
- Melanie Hanson-CM, Mandan
- Laura Bennett-Nurse, GF
- Matiop Alith-Tech, Detox
- Jacob Kuol-Tech, Detox

5 Years

- Heather Brandt-Program Coordinator Clinical, Fargo
- DeAnn Eichelberger-Residential, Fargo
- Erika Willows-Residential, Fargo

- Susan Jacobson-CM, Mandan
- Crystal Askvig-Program Coordinator Clinical, Mandan

10 Years

- Fidel Galindo-Residential, GF

20 Years

- Patricia Becker-Dietary Manager, Mandan
- “Far and away the best prize that life has to offer is the chance to work hard at work worth doing” -Theodore Roosevelt.



Promotions

Centre, Inc. has promoted some talented individuals during the first half of 2011.

Fargo

- Heather Grandstrand—Case Manager
- Cheyenne Giere—Disciplinary Hearing Officer
- Brenda Arbach—Residential Supervisor

- Heather Klemetson—Residential Supervisor

- Jesse Ruttger—Residential Supervisor

Grand Forks

- Anne Brew—Program Manager

Mandan

- Bobby Feltner—Program Coordinator-Residential

- Cassy Larson—Program Manager

- Mandi Janzer—Case Manager

- Jennifer Mayer—Residential Supervisor

- Mandy Heberholz —Residential Supervisor

Quarter House

- Katie Karkela—Residential Supervisor



Top Rated Health Diet

www.health.usnews.com

DASH Diet rated #1 best overall diet.

The aim: Preventing and lowering high blood pressure.

The claim: A healthy eating pat-



tern is key to deflating high blood pressure—and it may not hurt your waistline, either.

The theory: Nutrients like potassium, calcium, protein, and fiber are crucial to fending off or fighting high blood pressure. You don't have to track each

one, though. Just emphasize the foods you've always been told to eat (fruits, veggies, whole grains, lean protein, and low-fat dairy), while shunning those we've grown to love (calorie- and fat-laden sweets and red meat). Top it all off by cutting back on salt.

Female Residential Unit and Detox Unit in Fargo Receive PaY Grants

This spring Centre, Inc. was selected to receive two generous grants of \$1000 each from The Barry Foundation through Fargo North and Shanley Philanthropy and Youth Committees. Fargo North interviewed Chris Shotley, Centre, Inc's Director of Operations, and Linda Johansen, Centre, Inc's Assistant Director of Operations, to determine which of Centre's programs best met their area of focus. Shanley students interviewed Josh Helmer, Centre's Executive Director, as their focus area was to help people in

drug rehabilitation programs.

The students from both Fargo North and Shanley conducted very professional and thoughtful interviews and Centre was selected as a grant recipient by both youth organizations. Fargo North chose to grant \$1000 to the Female Unit. We plan to purchase exercise equipment to help the women enhance their recovery from addiction, which involves changing one's lifestyle - cognitively, emotionally, spiritually, and physically. Shanley Youth granted \$1000 to provide

clothing for men or women who have committed to treatment.

Philanthropy and Youth Committee is an organization comprised of 16 area high schools designed to introduce local high school students to the importance of leadership and service through grant making. Each of the schools received \$5000 from the Barry Foundation to award to non-profit organizations of their choosing.

Submitted by Lindsey Emerson, Program Manager



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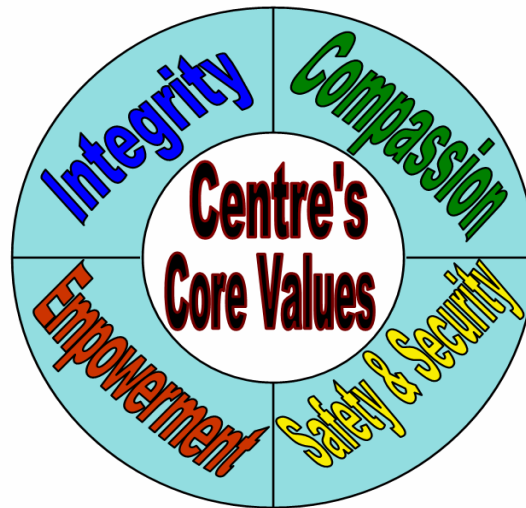


Providing Rehabilitative Opportunities for Successful Transition

Mission – Centre Inc. is a private non-profit agency that provides rehabilitative services to individuals to achieve social re-integration.

Vision - Centre is recognized as a leading provider of rehabilitation and socialization services in a changing social environment.

www.centreinc.org



Measuring Outcomes

By now we've all heard the phrase, "Don't work harder, work smarter." One of the reasons we are measuring outcomes is to ultimately ensure the programs and services we provide are well-delivered and effective in preparing our clients to re-enter society and avoid future criminal or destructive activities. The statistical data we gather provides a learning loop that feeds information back into the programs on what is working well and what needs improvement.

Statistics are like the dials in an airplane's cockpit. Imagine getting on a plane with no dials. The pilot says, "I've been flying these planes for years, I can go by my gut feeling on how fast, how high and in what direction to go." By measuring outcomes, we can "set the dials" in our practices - establish a target and determine which

clients need how much programming, what type of programming, and in what manner the programming needs to be delivered. By recording what was provided and matching it to the outcome, we can determine how close

we're coming to the benchmarks.

To get this important information, it is critical that we painstakingly record the data exactly as directed. Another crucial element is to deliver programs and services precisely as trained. Inputting data may not be the most enjoyable part of our work, but the payoff is in looking at the results and getting an accurate picture of how our clients are improving. Although, we will always cherish our anecdotal stories of how a client we worked with made changes and went on to become a success, it is more convincing to have facts and figures to measure the changes. What we can measure, we can manage.



Submitted by Linda Johansen, Assistant Director of Operations