

Connections

Bringing Nebraska Department of Health and Human Services employees closer together

June 2011
VOLUME 11, ISSUE 6



Scot Adams - Riding for a Cause. See story on page 5.

Photo: Dianna Seiffert

DHHS now on [twitter](#), [facebook](#) and [YouTube](#) .

You can follow DHHS at <http://twitter.com/NebraskaDHHS>

DHHS in the News Update. . .

Here are a few headlines of news releases recently issued by Communications & Legislative Services about DHHS programs. You can read and subscribe to all DHHS news releases from the DHHS [Newsroom](#). You can also listen to [sound bites](#) issued with releases.

[Speak Up! Help Prevent Elder Abuse](#)

June 13, 2011

[‘Money Follows the Person’ Project Gives People Choices](#)

June 9, 2011

[Water Chief: Take Action Before Flooding to Protect Drinking Water.](#)

June 1, 2011

DHHS is working closely with the Nebraska Emergency Management Agency (NEMA) to bring up-to-date information concerning flooding in Nebraska. DHHS provides information daily for news release updates from the Joint Information Center in NEMA and provides updates through Twitter and Facebook.

Go to [DHHS In The News](#) on the Employee Home Page for links to *Omaha World-Herald* and *Lincoln Journal Star* articles involving DHHS programs and services.

Have a story idea you think DHHS should be sharing with media? Contact Communications & Legislative Services at (402) 471-9108!

make the connection . . .

DHHS Public Website: www.dhhs.ne.gov

DHHS Employee Website: www2.dhhs.ne.gov

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About the Cover:



Pony Express Riders Roar Across State

“Pony Express” riders roared their motorcycles across the state May 16 - 22 to collect and deliver hundreds of letters to Gov. Heineman about children’s mental health. **Scot Adams**, Director, Division of Behavioral Health, (pictured on front cover) participated in the ride.

Read more on page 5.

HIGHLIGHTS

(Click on headline to jump to story)

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The Good Life: A reminder of what we all share and hope to provide to our fellow Nebraskans

By Kerry T. Winterer, CEO

From east to west and north to south, Nebraskans are dealing with swirling and seeping flood waters. Unfortunately, we could be in store for a long summer of record-breaking floods along Nebraska's rivers.

The Nebraska Emergency Management Agency (NEMA) is in charge of the state's response and coordinates the participation of many state agencies. DHHS is one of those agencies.

As I see the involvement throughout our agency, I'm reminded of the breadth of DHHS services and I'm impressed with how our employees pull together during a crisis.

Several DHHS employees are onsite at NEMA's Emergency Operations Center (EOC) and the Joint Information Center (JIC), both located in the bunker on the Nebraska National Guard grounds near the Devaney Sports Center in Lincoln. They use their expertise to help manage the response along with a core group of people from the other state agencies.

I'd like to give you a taste of the variety of ways DHHS is helping with the state's flood response. In addition to being part of the EOC and JIC, our employees are also:

- Working with public and private water suppliers to protect wells and public water supplies to keep them open and safe.
- Supporting local health departments with preparedness efforts (evacuations, immunizations, epidemiological surveillance, etc.).
- Mapping locations of DHHS licensed and/or regulated health care facilities and child care programs to compare with flood plains.
- Working with the behavioral health regions to address behavioral health issues, anticipate the needs of communities and deliver needed behavioral health services.



Photo: Bill Wiley

- Monitoring the status of Nebraska's nuclear power plants and other facilities with radioactive material licenses.
- Working with Iowa to make sure Women, Infants and Children (WIC) checks can be used at WIC-approved stores in either state.
- Providing information about replacement Supplemental Nutrition Assistance program (SNAP) benefits to clients who have lost food.
- Working on licensing issues for evacuation plans with residential facilities DHHS oversees.
- Making sure that state wards who have been evacuated are safe and accounted for.
- Supporting first responders through our Emergency Medicaid Services (EMS) program staff.
- Stepping up in Vital Records to help people who had to evacuate replace important documents like birth certificates and marriage licenses.
- Sponsoring the Rural Health Response hotline for people who need additional behavioral health support.
- Making sure Medicaid clients who must cross state lines for services are getting the help they need.

- Preparing contingency plans in case DHHS offices are threatened by flooding or road closures, or in case staff at the 24-hour facilities are unable to make it to work due to road conditions.
- Preparing information for the public through news releases, social media and updating the DHHS website.
- Identifying additional local and regional resources to be shared and used in this emergency.

These are only some of the efforts currently being coordinated at DHHS. In addition to "on the job" work, there are countless other employees working at the local level on their own time. They are volunteering to fill sandbags, helping coworkers move from evacuated areas, and donating time, supplies and money to response organizations like the American Red Cross.

Thanks for all you've done and for all you're doing to make sure Nebraskans are getting the help they need. And for those who live on or close to a river, my thoughts are with you every day.

Editor's Note:

Flooding Resources

If you want to know more about the flooding crisis, information is updated daily on the Nebraska Emergency Management Agency's website at www.nema.nebraska.gov. NEMA's public information line is available from 8 a.m. to 8 p.m. Call: (855) 211-2453 or (855) 211-2454. DHHS has flooding information, too, at www.dhhs.ne.gov/flooding and on our Facebook page and Twitter. Motorists are encouraged to check current highway and interstate routes through the Nebraska Department of Roads online portal at www.511.nebraska.gov, or by calling 511.

DHHS DIRECTIONS

Veterans' Homes

The musical group "Re-Creation" will visit all four of the state Veterans' Homes Aug. 3-10 performing inspiring, patriotic entertainment to recognize veterans for their service. Singing and dancing to celebrate pride and love of country, the star-spangled group tours every year to visit vets in hospitals and nursing homes across the U.S.

Peppy Peppers 4-H Club member Loren Jacobsen chose the Norfolk Veterans' Home members to be the recipients of her 4-H project. She made 15 wheelchair and

walker bags with patriotic fabric for NVH members.

The Eastern Nebraska Veterans' Home is enlarging the doors to its chapel, beauty shop and craft room to provide more room for members who need assistance passing through the doors.

Two rooms at ENVH are being renovated to be hospice suites. These rooms will foster dignity and privacy in a comfortable environment and will provide the opportunity for family members to sleep in the room with their loved one, 24 hours a day.

Providing quick info about the current work of our Divisions.



John Hilgert, Director
Photo: Bill Wiley

The Legacy Veterans Garden organization sponsored a successful golf outing on April 29th, which raised \$6,000 for ENVH's planned memorial garden.

The Western Nebraska Veterans' Home held the annual candlelight dinner in April for the members of the home. The members wore their finest attire and were served by volunteers.

WNVH is in the process of moving the Physical Therapy room to a more accessible location and expanding the canteen services to better meet the need of the members.

Developmental Disabilities

The Division continues in its commitment to support people in the most inclusive environment possible!

Recertification is in sight for the Beatrice State Developmental Center (BSDC)!

- BSDC now has five licensed Intermediate Care Facilities on campus;
- The State Building ICF is fully certified by the federal Centers for Medicare and Medicaid Services (CMS) and is receiving federal funding; the State Cottages ICF and the Sheridan Cottages ICF have both passed their initial certification surveys and are awaiting follow-up surveys; and Kennedy ICF and Solar Cottages ICF are ready and awaiting initial certification surveys.
- The BSDC quality assurance team continues to monitor all ICFs on campus to ensure long-term sustainability of quality services.

The Community-Based Services staff are also quite busy working towards several goals:

- Service Coordinators are almost halfway through the process of moving over 4,000 people onto individualized budgets and implementing the new Home and Community Based Services Medicaid Waivers.
- A DVD was mailed to individuals and their families to explain the new services and flexibility of services within the new Waivers. Service Coordinators have been meeting with individuals and their families prior to their annual meetings



Jodi Fenner, Director
Photo: Bill Wiley

to help them determine how to best utilize the array of services available.

- Central Office staff have been working with providers across the state to implement the Therapy Services system, a new web-based case management system that allows providers to track everything from staffing schedules to an individual's medication administration charts. This includes an incident reporting mechanism that helps the Division meet requirements for the U.S. Department of Justice and for Home and Community Based Services Waivers.
- Duties have been realigned between Service Coordination and the Disability Service Specialists, including the movement of eligibility and funding determinations. This change was made to ensure statewide consistency and waiver compliance, while also allowing Service Coordination to focus more on person-centered planning for the individuals on their ever-expanding caseloads.
- Service Coordination is in the process of implementing the remainder of the waiting list funding allocated by the Legislature.

Pony Express Riders Raise Awareness of Children's Mental Health



By Marla Augustine

For Children's Mental Health Week, May 16-22, "Pony Express" riders roared their motorcycles across the state to collect and deliver hundreds of letters to Gov. Heineman about children's mental health. The letters were written by youth, families, professionals and others to thank supporters and raise awareness. The ride spanned almost 900 miles over three days.

"The letters share the experiences of families and children facing behavioral health challenges. We want to increase understanding about the mental health issues they face," said **Scott Adams**, DHHS Director of Behavioral Health.

The Eagle Riders, the core group of motorcyclists, are volunteers from the Fraternal Order of Eagles. They collected pledges from individuals and businesses, and all of the proceeds went to the Nebraska Federation of Families for Children's Mental Health.

Motorcyclists from across the state joined the Eagle Riders. Their journey began in Alliance on Thursday May 19. From Alliance, the riders traveled to Bridgeport, Sidney, Ogallala, North Platte, Lexington, Kearney, Grand Island, York, Columbus, Norfolk and Blair, collecting letters along the way. The motorcycle run ended at the State Capitol Building in Lincoln on Saturday, May 21, where the letters were presented to Governor Heineman.



Find Inspiration in Music!

DHHS Launches Round Two of



By Leah Bucco-White

Ready for a new round of TUNE?

“Believe in the power of music,” said **Dr. Joann Schaefer**, Chief Medical Officer and Director of Public Health. “Music can motivate, energize and inspire. Everybody can name a song they connect with, that’s been meaningful in their lives.” What’s yours?

“Living your life like it’s your favorite song” is what something called TUNE is all about. TUNE is DHHS’ unique and interactive health and wellness program that helps young people make positive choices and live healthier lives through music.

“We know what young people do today will affect them later. Our goal with TUNE is to use music to empower young women and men to choose a healthy lifestyle early on and take control of their future,” said Dr. Schaefer.

The TUNE concept is based on extensive research which showed that young people know what they should do to be healthy (be active, eat right, manage stress, get enough sleep, have healthy relationships, etc), but are having a hard time putting that into daily practice.

TUNE is about giving them the inspiration and information they need to help them live full and healthy lives. TUNE’s music and website emphasize five areas of health: physical health,

emotional well-being, friends and family, dating and education.

Nebraska was one of 13 states to receive federal funding to develop a campaign geared towards getting health-related messages to young women and men. TUNE, which first launched in spring of 2010, now has a new round of artists for 2011. The artists were selected through a contest that received more than 180 entries of original songs and poetry. There are seven winners - five from Nebraska, two from Iowa.

Meet the new artists. Hear the new songs. Watch the videos. Find out what inspired them and what can inspire you at www.tunemylife.org.

NET radio recently did a segment on TUNE. You can listen to it here: <http://bit.ly/kno4JU>.

Hope, Dream, Believe – Words From Round Two TUNE Artists

“There is always hope. As long as you are still breathing, there is always hope. No matter what your past has been, you can still become what you have always dreamed to be.” – **Orphan’s Cry**

“Music inspires me to make positive changes in my life. I use it as therapy. Everybody gets mad. Everybody has that sort of release mechanism in them. So instead of doing anything rash, I just turn to my lyrics or write it out, make a song.” – **Kontages**

“Know that there is a life beyond high school. Know that there is a life beyond your friends. Know that there is a life beyond your status. Make sure that you are making the right decisions for yourself. Make sure that you are doing things that will help you out in the long run.” – **Jamarr Jones**

“There are certain things that people said that I couldn’t make or that I couldn’t do in life. Or I couldn’t succeed in those things. So, the song says to me I’m not going to let anything get in between what my dream is or what I expect out of life.” – **Zach Watkins (Featuring Ishma Valenti)**

“A person can’t survive without a goal or something to work toward. Until you realize what your passion is, you are just going to be living an empty life. It is not going to be easy, there are going to be things that get in the way, people that try to discourage you, and other distractions. But in the end it will all be worth it. It will pay off in the end.” – **Jessica Errett**

“When you think of distractions, exit signs, things like that, those are all obstacles. But if you stay focused and if you keep ahead, you are going to get to your destination a lot faster. Knowing that you can do it and believing in yourself, as long as you do that, there really isn’t anything that can stop you.” – **Tripp Marxx**

“It’s up to you. Everybody has a star in their own way, so you know. Everybody has a talent in some way Use that talent to take advantage of life. There is always a way, you can always make a way regardless of circumstances.” – **Yung Eazie**

Kinship Care Makes a Difference to Children

Families Matter is changing how Nebraska's families are served by the child welfare and juvenile services system. Families Matter is working to make sure kids and neighborhoods are safe, and that kids are connected to caring adults. One of the improvements we're already seeing is an encouraging increase in the number of state wards placed with extended family members.

Research tells us that many children who can't live with their parents due to abuse or neglect benefit from living with grandparents and other family members rather than in traditional foster care. No matter how loving foster parents are, they are still strangers to the child.

Since April 2009, there's been a 16.7% increase in the number of children placed with aunts, uncles, or grandparents. In April 2009, 1,181 (39.6% of the children who needed a non-treatment placement) were in kinship care. By April 2011, that increased to 1,380 (46.4%). This is a major improvement for the children and for the child welfare/juvenile services system.

The kinship caregivers who help address the needs of children in their extended families can make a life-long, positive difference to the child. Children in kinship care experience greater stability and can transition back home more smoothly. The connection to the relative who cared for them is also likely to continue.



"Germies" PSAs Promote Good Oral Health

Ever seen a raspberry "germie"? How about a cherry one? TV stations in Nebraska are now broadcasting three public service announcements (PSAs) promoting good oral health. Released by DHHS' Office of Oral Health and Dentistry, the PSAs target youth and show "germies" that cause decay. The PSAs are entertaining, and the message is clear to young and old alike: regular tooth brushing and flossing can maintain

healthy teeth and keep the germies away that cause decay. The Communications and Legislative Services' production team worked with the South Dakota Department of Health, the state that developed these PSAs, to retag them for our own use. Watch these new and entertaining PSAs at www.dhhs.ne.gov/dental/blog.htm.



BSDC Greenhouse Effect: A Place Where People Can Bloom and Grow

By Jody Hansen

June marks the first year anniversary since the opening of the Beatrice State Developmental Center's (BSDC) greenhouse, and Kim Tiegjen, Human Services Treatment Specialist, says that everything is growing the way it should be.

BSDC uses the greenhouse daily for individuals and group therapies. The bedding areas are wheelchair height, which makes them more accessible and easier to use. When asked if Kim has seen any changes with the individuals at BSDC who have used the greenhouse, he said that "We've made a lot of progress."

These are people who come in every day and help out by doing things such as cleaning and refilling the plant trays and adding mulch to the trees in the garden. Along with a lot of flowers, there are 12 fruit trees (cherry, apple, peach, pear) and six grape vines in that garden.

What does BSDC do with the plants from the greenhouse? Plants are placed around the homes on the BSDC campus. Last April, BSDC had a grand opening of plants for sale to the public. With very little advertising, (a garage sale sign on the campus), they were still able to raise over \$200.

On June 2, BSDC greenhouse participants went to the Beatrice Farmer's Market for the first time and plan to be there every Thursday this summer. They plan to have hanging baskets and Hibiscus plants for sale at the market.



BSDC Greenhouse

One Step, Two Steps, Three Steps, Four and Keep on Counting

Keep an eye out for new and colorful signs coming to stairs near you. DHHS and the state employee WellnessOptions program teamed up to provide stairwell flyers to encourage state employees to take the stairs and increase their level of physical activity. So whether you're itching to climb those stairs (some people even take two at a time) or racking up steps on your pedometer by walking during breaks or lunch, try to find ways to incorporate more physical activity into your daily routine. Your body will thank you for it!



Legislative Issues Affecting DHHS

By Bryson Bartels

The 2011, One Hundred Second Legislature, First Session ended early, and it was another busy and exciting year for DHHS. Over 50 bills passed into law may impact DHHS. If you want to see these bills, go to www2.dhhs.ne.gov/operations/cls2/legislation/ and click 2011 DHHS Bill Tracking Database.

I would like to thank all the DHHS staff and administrators for their help. If you need to contact me regarding legislative issues, please call 402-471-0541 or e-mail me at bryson.bartels@nebraska.gov. Have a great summer!

The following Budget bills introduced on behalf of the Governor/DHHS were passed into law:

LB 464 (Campbell) Lowers the minimum percentile that child care providers are required to be paid to the fiftieth percentile for the two fiscal years, beginning July 1, 2011.

LB 465 (Campbell) Eliminates the state-only coverage for legal permanent residents in the programs of Medicaid, Aid to Dependent Children (ADC), Assistance to the Aged, Blind and Disabled (AABD), and State Nutrition Assistance Program (SNAP).

LB 468 (Campbell) Exempts changes in Medicaid co-payments in fiscal year 2011-2012 from the reporting requirement involving rules and regulations, state plan amendments and waivers.

The following Budget bills introduced on behalf of the Governor/DHHS were held in the Health and Human Services Committee and will carry over to next year:

LB 466 (Gloor) Expand the Nebraska Preferred Drug List program to include antidepressants, antipsychotic and anticonvulsant therapeutic drug classes.

LB 467 (Campbell) Eliminate Medicaid coverage and Aid to Dependent Children benefits to adults who do

not meet Employment First requirements, and provide an exemption for eligible pregnant women, as required by federal law.

The following bills introduced on behalf of DHHS were passed into law:

LB 218 (Karpisek) Change provisions relating to the State Personnel System by increasing the number of positions exempt from the State Personnel System from 25 to 50 for DHHS.

LB 265 (Coash) Increase the maximum amount in the child support enforcement petty cash fund from \$1,000 to \$2,000.

LB 339 (Ashford) Update provisions of the Juvenile Code relating to predisposition evaluations and responsibilities of the state and county in paying for these costs (LB 339 was amended into LB 669, and LB 669 was passed into law).

LB 591 (Gloor) Provide for syndromic surveillance program and change immunization information provisions.

The following DHHS bills were not passed into law:

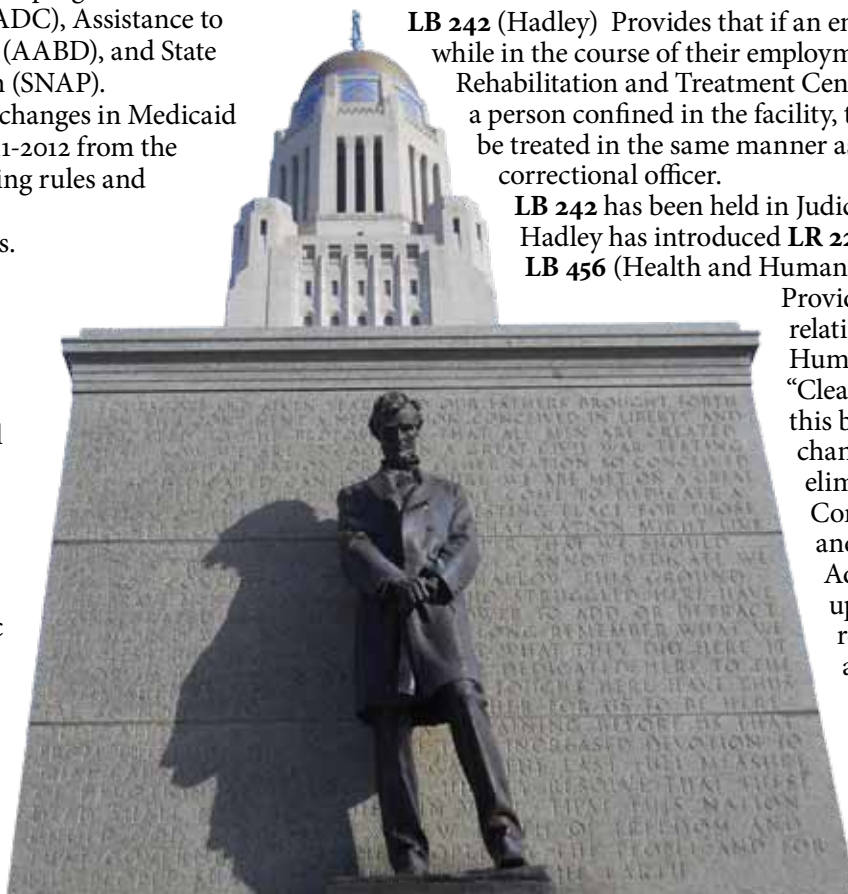
LB 242 (Hadley) Provides that if an employee of DHHS, while in the course of their employment at a Youth Rehabilitation and Treatment Center, is assaulted by a person confined in the facility, the incident will be treated in the same manner as an assault on a correctional officer.

LB 242 has been held in Judiciary Committee. Sen. Hadley has introduced **LR 228** to study the issue.

LB 456 (Health and Human Services Committee)

Provides technical changes relating to Health and Human Services; the DHHS "Clean-up" bill. Specifically, this bill provides technical changes in Medicaid, eliminates the Advisory Committee for the Aging and the Nursing Home Advisory Council, updates provisions relating to SNAP, and adds provisions involving the sharing of communicable disease, illness or poisoning information.

LB 456 was placed on General File.



Way to Go! Statewide and national recognitions, honors and awards

KERRY WINTERER ELECTED TO APHSA EXECUTIVE COMMITTEE



Kerry Winterer, CEO, DHHS, was recently elected to serve on the executive committee of the American Public Human Services Association (APHSA) national council. The Council is made up of the governor-appointed state health and human service chief executives

from each state. Kerry represents the mountain region, which includes Colorado, Kansas, Montana, Nebraska, North Dakota, South Dakota and Wyoming. His term will end on Dec. 31, 2012.

APHSA is the only association of the nation's top government human service executives from all 50 states, the District of

Columbia, and the territories. Members include key state program managers, plus hundreds of county-level directors of human services throughout the nation. APHSA members use the organization to exchange knowledge, data, best practices, policy review and development, and for networking and advocacy. Congratulations, Kerry!

JUNE RYAN IS ONE OF SIX MENTORS IN NEW NATIONAL CANCER INSTITUTE PROGRAM

The National Cancer Institute (NCI) asked **June Ryan**, Comprehensive Cancer Control Manager - Lincoln, to be one of six mentors in the nation for their new Research to Reality Mentorship Program. The Research to Reality Mentorship Program is an 18-month pilot program aimed at developing public health practitioners' knowledge, understanding, and skills for cancer control and prevention in community and clinical settings. According to the invitation from NCI to participate, June is considered a "perfect" candidate as a mentor based on her extensive knowledge and experience in comprehensive cancer control. Way to go, June! We look forward to hearing more about this new and exciting mentorship opportunity.

Helping Customers ACCESSNebraska



By Jeanne Atkinson

The Department is getting the word out about ACCESSNebraska, the quick, easy way to apply online at <http://accessnebraska.ne.gov> for public assistance benefits.

Over 280 partners in 106 communities work with the Division of Children and Family Services (CFS) to provide information and sometimes Internet access so people can apply online.

To find a community partner near you, go to <https://dhhs-access-neb-menu.ne.gov/start/?tl=en>

Benefits include SNAP (formerly food stamps), energy assistance, child care subsidy, Medicaid, Aid to Dependent Children, commodity supplemental food program, Employment First, or Assistance to the Aged, Blind, or Disabled.

Federal grants help people learn about and access public assistance benefits:

- CFS has a grant with the USDA Food and Nutrition Service to increase participation in the SNAP program, in partnership with the Food Bank of the Heartland and Food Bank of Lincoln.

- DHHS is working with the UNL Center on Children, Families and the Law on a grant for Aging and Disability Resource Coordination. This is a resource network for aged and disabled customers, and will provide tools to educate people on availability of the ACCESSNebraska website and toll-free phone number.

Ten Community Support Specialists work with the community partners: Central Service Area: **Mary Barrett**; Western Service Area: **Shelly Witt**; Southeast Service Area: **Jacey Schmidt**; Northern Service Area: **Stacy Schenk**; Eastern Service Area: **Darla Berger**, **Melissa Kratky**, **Maxcine Jackson**, and **Darniece Amos**.

One World Health Center in Omaha and the Ponca Tribe received a federal Centers for Medicare and Medicaid Services grant for outreach and enrollment for children into the Nebraska Children's Health Insurance Program. DHHS entered into a Memorandum of Understanding with these entities to support the outreach and enrollment effort. DHHS provides data to these organizations to help facilitate this process, as well as technical support and training.

In their own words

Letters to DHHS employees who are *helping people live better lives*

Ashley Byrnes (Children and Family Services Specialist, Sidney),

I appreciate the conversations you've had with our grandson more than you will ever know. In this day and age with all of the obstacles to filter through with teens it doesn't hurt to have someone who understands them somewhat better and can relate in a different way than what parents and grandparents can! You seem to have a very well thought out plan of action when talking to teens and that was very obvious with your conversations you've had with our grandson. You are firm in your stand with the rules and what will happen if he decides to push the limit yet you have a fun side mixed in that kids can relate to. A firmness with a lighter approach at times seems to resonate with our grandson!

I will tell you without a doubt that I think your input and your guidance along the way has and will continue to help tremendously. We want you to know that your service and dedication to children will never go unnoticed! More often than not we see people who go through the motions when it comes to what they do for a profession. Many people dislike what they do and make it obvious to those around them, but you have definitely found your calling. That is something to be very proud of at such a young age.

Grateful Grandparents

Jill Glissmann (Resource Developer, Omaha),
I really enjoyed working with you. You truly are a wonderful, wonderful human being. I will never ever forget all the things you did for me. Thank everybody at the job for everything.

Thankful Client

From the **Hastings Regional Center "Herald"** Newsletter:

Wise words from a student at the Nebraska Youth Academy at the Hastings Regional Center. The Academy helps students earn credits for high school while they undergo treatment for substance abuse.

"(Some people) give themselves reasons to do bad things like: "it's fun", "it's easier", and "I gain respect for doing it". Just do the right thing and think about it before doing it. People like to fit in, so don't feel like you need to do something harmful that someone else does. Make the right choice and you won't regret it."

Dear **Jon Sterns** (Medicaid Estate Recovery Program),

I am sending the payment to repay the state for the help they provided to my husband when he needed it. I am very thankful for all they were able to do for him and am glad the funds were available to repay this debt to the state so they in turn will be able to help the next person in need.

Grateful Client

Editor's Note: Three supervised youth groups from the Youth Rehabilitation and Treatment Center (YRTC) in Kearney (approximately 30 youth), helped set up for a performance of Chinese Acrobats. The youth from the facility were also invited to attend this event.

Jana Peterson (Administrator, YRTC-Kearney),

All the guys did great! Thanks for the help!

University of Nebraska – Kearney

Also, youth at the YRTC in Kearney volunteered to help the Great Plains Hunting Retriever Club. Here's a note about their recent volunteer experience:

Dear **Cordell Stover** (Youth Security Specialist, Kearney),

On behalf of the Great Plains Hunting Retriever Club, we would like to thank you and all the guys and your supervisors for helping us with our hunt test. Our weekend was a great success. The guys who threw birds for us from YRTC were gentleman and showed respect toward the judges and the handlers. Everyone was impressed with their discipline, attitude and their work ethic.

Grateful Great Plains HRC

Dear **Pam Nelson** (Children and Family Services Specialist, Dakota City),

We just wanted to tell you thank you for being there for us. We were very lucky to have you to help us in this time of trouble. Thank you for being understanding, compassionate, comforting and concerned for our well being! We've met a few really great people thru out our ordeal, and we thank you very much for all your support.

Grateful Clients

Dear **Margaret Ahola** (Program Specialist, Medicaid and Long-term Care),

We just wanted to write a quick note to thank you for your help with so many of our cases. You have been a key to our program's success, and your willingness to look into cases for us has really simplified our lives. You have helped us help so many families, and for that we thank you.

**Medicaid Outreach Team
OneWorld Community Health
Centers, Inc.**

Please send letters from satisfied customers via any method listed in our editorial box on page 2, and we'll publish as many as space allows.