

## *30 years ago, one man's love for his daughter changed the lives of thousands*

In 1972, Richard Welsch filed a suit against the State of Minnesota challenging the living conditions and habilitation services of its institutions that housed people with developmental disabilities.

Following a morning of collecting recycling and light janitorial tasks, Patty Welsch is on her way with fellow co-workers from Rise's Community Integration Program (CIP) in Anoka to the *Back to the '50s Diner* to enjoy a well-earned lunch of burgers and ice cream sundaes. A few days before, Patty went to the YMCA in Blaine for long, therapeutic swim in the heated pool. Participants at CIP-Anoka also went to the Minnesota State Fair this summer and often visit neighboring parks. Each day brings Patty new opportunities to live, work, recreate, and enjoy life in the Twin Cities community.

Life wasn't always like this for Patty. Yet it was Patty's difficult pre-teenage years, and her parents' concern for her well-being, that resulted in changing the lives of thousands of Minnesotans who have developmental and other related disabilities.

Born in 1951 to Richard and Eleanor Welsch and the youngest of three children, Patty was a toddler before the Welsch's realized she had some significant behavior and learning issues. Richard was a 22-year Navy career man and the family moved frequently. At three years old, Patty was still not walking and had other problems.

"Whenever we would get back to the Midwest area, we'd see doctors at the Mayo Clinic in Rochester," Eleanor remembered. "Finally, they told us Patty was mentally retarded and had autism. It was a shock; we took the news very hard."

The family made their last move in 1961 and



*Parents Richard and Eleanor Welsch pose for a family picture with their children Mary, Ed, and Patty in 1956.*

settled in Coon Rapids. There were no special education programs at that time for Patty so she was at home with Eleanor and family life tended to center around her needs.

"We couldn't do many things as a family," her brother Ed remembered, "because either my mother or father had to stay home with Patty." Today Ed is Patty's legal guardian and carefully watches over her programming and care. Eleanor says she is extremely grateful for the love and support Ed and his older sister Mary

*- Continued on page 4 -*

By Rise  
President  
John J. Barrett

# COMMENTARY

## *Rise staff face many challenges during difficult economic times — and rise above*

As we approach the end of 2002 and begin to look toward 2003, Rise staff are busy gathering outcome information on our programs and the people we serve.

Our preliminary outcome information is encouraging. We expect that Rise will have worked with more people (more than 3,000 this year!) in more programs (44) than ever before. Outcomes within programs also look encouraging; the numbers of people placed into competitive and supported employment positions, as well as the number of people in housing options will all likely be up.

The number of hours people worked, however, will probably not meet our expectations. We had numerous work interruptions, such as layoffs, and people losing one job and needing to be replaced into another job. Many of the businesses with whom Rise works, especially manufacturing companies, had a topsy-turvy year with peaks and valleys throughout the year. Few experienced steady growth or stability.

Early numbers also indicate that the wages people earned will be on target. For instance, Rise's Career Trek program is for people who are not working or who are underemployed and moving toward greater self-sufficiency. This year, participants' average hourly wages ranged from \$10.27 to \$13.36 (outstate vs. metro areas) and worked an average of 34 hours per week. This exceeded our outcome targets for this program.

There were and are some glimmers of hope that the economy is getting stronger. I would like to predict that 2003 will be better and the economic picture will be brighter, but no one can predict that with any assurance.

The fact that we have been able to employ and house more people than last year is a tribute to the determination, quality, and expertise of the Rise staff who work day in



and day out to see that people find meaningful, appropriate, and good-paying jobs and safe housing options in the community.

I know that our staff – everyone on staff – will be doing their very best to create more and better employment and housing outcomes for people who have disabilities and other challenges to employment in 2003. It will require a great deal of planning and effort to find good job placements, production, and housing.

As we put preliminary budgets together, we know that 2003 will also be a challenging year financially, more so even than was 2002. Costs are going up – occupancy rates, utilities, insurance prices, as well as fuel and other necessary operating costs – all continue to rise.

Revenues, unfortunately, at first draft, are flat. Minnesota state and federal programs are not currently projecting any funding increases for service vendors like Rise. The business climate is guarded, and area foundations and corporations have fewer resources to disburse to nonprofit agencies.

It will take a great deal of continued effort to work with all our partners around these challenges. We need to find more revenues and to cut back some of our cost increases that we see projected. All these specific items may not be fully sorted out until we are into the first quarter of 2003.

As always, though, Rise staff will continue to be focused on getting more people good jobs, more hours of work, better wages, and finding more housing options for people in need.

We aren't pessimistic, but we must be realistic. It won't be easy and we will need everyone's help. We will continue to do the best we can with what we have and ensure that we have a solid foundation from which we can do more.

I thank all the Rise staff as well as our partners in the public and private sectors for making more and better outcomes for people a reality in 2002 and into 2003.

# *We remember Sen. Paul Wellstone as a champion for mental health issues*

By Becky Uran Markman, Rise job Placement Specialist

**O**n October 25, Rise lost a genuine ally in the effort to improve the lives of individuals who have mental health concerns when Minnesota Senator Paul Wellstone was killed in a plane crash. He was well-known and well-respected for being a champion of many causes affecting people who may not have had a voice of their own or anyone to fight on their behalf. A key element of Sen. Wellstone's long-standing commitment to mental health issues was his work to ensure parity in mental health coverage by health insurance companies.

Sen. Wellstone's personal experience having a brother with mental health concerns fueled his passion for equity in the treatment of mental disorders. Andrea Schaerf, job placement specialist at Rise, described that in 1996, Minnesota law already ensured parity in mental health coverage in plans regulated by the state of Minnesota. Sen. Wellstone brought mental health parity to the nation.

Sen. Wellstone identified a potential collaborator in Republican Senator Pete Domenici of New Mexico, whose own family was touched by mental health issues. Together, they wrote the Mental Health Parity Act of 1996, which required that annual or lifetime dollar limits on mental health benefits be no lower than dollar limits for medical and surgical benefits offered by a group health plan.

According to Schaerf, Sen. Wellstone "understood the needs of people with mental illness and thought people who had it should be treated like any other people, and their medical needs should be covered the same as any illness. He took on a topic that was filled with stigma and by doing so helped lessen the stigma. He tried to champion the cause



*Wellstone brought mental health parity to the nation*

of not only the down-and-out, but the feared." Schaerf elaborated that Wellstone's work benefited Rise participants by increasing medical coverage and reducing the stigma of mental illness, both of which increased the acceptance of mental health issues among employers and people in the community.

One of Wellstone's remaining fights was the final passage and enactment of the *Mental Health Equitable Treatment Act*. Rise Mental Health Professional Melinda Shamp, commented, "The work that Sen. Wellstone had been doing the last few years with Sen. Domenici really focused on making mental health parity a more comprehensive reality across all types of insurance - not just with HMOs or more traditional major health insurance plans - but also looking at businesses that are supposedly self-insured. I'm hoping Sen. Domenici will carry this through with a new coauthor."

Aside from losing a great advocate and senator from Minnesota, the nation has lost a genuinely caring person who touched the lives of others. Referring to the affect that Sen. Wellstone had on the lives of Minnesotans, Barb Hanna, a job placement specialist at Rise, commented, "It seems like everyone has a story to tell."

Continued from page 1 -

## *Advocacy groups, parents, professionals, and others rallied behind the Welsch case*

have always shown Patty. By the time Patty was 12 years old, she was physically strong enough to be challenging for her family to manage. "We wanted to keep her at home, but were afraid she would hurt herself," said Eleanor. Professionals advised the family to move Patty to Cambridge State Hospital. It was difficult, but at the time they felt they had little choice.

The Welsches were disheartened by Patty's living conditions. "It was a warehouse," said Eleanor. Staffing ratios were about 40 residents to one staff person. The rooms were barren, babies were in cage-like cribs, and the patients were often medicated to make it easier for staff to care for them. The Welsches brought Patty home for periods of time, only to have to return her to Cambridge when things became again unmanageable.

"When we would drive Patty back to Cambridge, as soon as she saw the big water tower in town, she would begin to cry," said Eleanor. "Her crying would break our hearts and we'd think that maybe we could handle it another week or so. But it was so hard to have her at home then. Her social worker told us

Patty would just have to get used to it. " Out of frustration and desperation, Patty's father Richard decided to file a suit over the living conditions and lack of treatment at Cambridge State Hospital in 1972. Two attorneys of the Legal Aid Society of Minneapolis filed a class action suit against the Minnesota Commissioner of Public Welfare and the chief executive officers of the six state hospitals at Brainerd, Cambridge, Faribault, Fergus Falls, Hastings, and Moose Lake.

### *Politically powerless minority group*

Luther Granquist was one of the lead attorneys on the case and the one who followed it through until its end in August 1989 some 17 years later. People who have developmental disabilities "are a politically powerless minority group," said Granquist, who works with the Minnesota Disability Law Center, a project of the Legal Aid Society of Minneapolis and the protection and advocacy system for Minnesota.

After the first phase of the trial in 1974, U.S. District Court Judge Earl Larson issued a key factual finding in his first opinion of the case: "The evidence in the instance case is overwhelming and convincing that a program of "habilitation" can work to improve the lives of Cambridge's residents. Testimony of experts and documentary evidence indicate that everyone, no matter the degree or severity of retardation, is capable of growth and development if given adequate and suitable treatment."

Larson found a constitutional basis for the right to treatment or habilitation as well as that the least restrictive setting should be provided for people who are developmentally disabled. Thus began 17 years of intensive legal work. In that time, many attorneys, parents, advocacy groups, social workers, professionals, educators, medical personnel,

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— Judge Earl  
Larson



*Community Habilitation Specialist Jerri Lumley and Patty share a laugh together. Given her autism, it took several months for Patty to warm up to and reach out to OP staff.*

and others worked hard to ensure that changes would be made to better the quality of life for men and women who had significant disabilities. It was hard to imagine in those early years of the case just how far-reaching the affects of Richard Welsch's court case would really be.

"This case resulted in the closing of the state facilities and people moving back into the communities, as well as the creation of many alternatives available in the community for a variety of services - residential, vocational, educational, and social," said Granquist.

"The pressure we had obtained from Court action to protect their interests has, in my judgment, been crucial," Granquist added. "And despite the many years of hard work and litigation, I believe all our work was worthwhile."

"When my husband set out to do something, it was going to get done - he was so determined," said Eleanor. "We had no idea that it would take so long, but we also didn't realize the case would have such a big affect. What a relief when it was over."

### *Where is Patty today?*

Patty, now 51, has worked at Rise's CIP-Anoka since June 2000. CIP is a day training and habilitation program for people who have severe developmental, physical, and sensory disabilities. During her work day, Patty also receives speech and occupational therapies.

She lives in Shingle Creek Option, a group home in Brooklyn Park which is specifically programmed for people with autism.

Patty has challenging behaviors, but is otherwise physically healthy and doing well. She does not speak, but uses a special communication system with visual prompts to get her messages across to people. She has a good understanding of others' verbal communication.

Outside is generally Patty's favorite place to be and she especially enjoys physical activi-



*(From left:) Ed Welsch, WCCO's Don Shelby, Rise Day Training and Habilitation C.O.O. Lynn Noren, and Attorney Luther Granquist following the taping of Shelby's radio talk show on September 30. The four discussed how the legal suit came to be filed, the many court orders and decrees, and how life has changed for Patty and others because of it.*

ties like sledding in the winter, going for walks, playing ball, and going on outings in the community. Staff consider her personable and affectionate now, noting that she interacts more with her peers and continues to improve her skills in public situations such as in restaurants and stores.

"It's the difference between hell and heaven," said Eleanor. "Both the group home and Rise have such compassionate, sensitive staff working with Patty that it's made life so much better for her."

Patty's father died in 1998. It is amazing to realize that one father's love and concern for his daughter's well-being led him to better the lives for thousands of Minnesotans who have developmental disabilities. As a direct result of the Welsch's and others' involved efforts, people now have increased educational, vocational, residential, and recreational opportunities.

Indeed, because Minnesota today is considered a leader in the depth and scope of services offered for children and adults with mental retardation and other developmental disabilities, the case has had long-lasting and far-reaching affects across the country.

*Patty enjoys outings in the community with CIP-Anoka staff, peers*

## *Two Partnership South staff lauded for their professionalism with state awards*



**A**ward-winning shining stars - Rise's Deena Carlson and Michelle Noschese were each presented an *Outstanding Direct Service Award* at the Minnesota Habilitation Coalition's (MHC) annual conference. Deena and Michelle were honored by their peers in recognition of their work with adults who have severe developmental, physical, and Sensory disabilities. Both Carlson and Noschese are service team leaders with Rise's Creative Partnerships South program in Bloomington.

MHC's conference, *Salute 2002: A Recognition of Minnesota's Everyday Heroes*, was held in Pequot Lakes, August 7-9. MHC is a state organization for professionals working in day training and habilitation programs. Several Rise staff attended.



### *Deena Carlson*

Deena has worked at Rise for close to five years and has been in the human service field for nine years. She also worked as a gymnastics coach for children with developmental disabilities.

"Deena is a great advocate for the people with whom she works and develops effective outcome goals and incentives for them to learn," said Melinda Dannley, DTH coordinator for Partnerships South. "Deena has developed quality

relationships with the program participants and her great sense of humor helps create an environment in which people enjoy working. She is a drive force for providing outstanding direct services at Partnerships South."



*Michelle signs to Reggie that he's doing a great job.*



### *Michelle Noschese*

Michelle has been working with people who have developmental disabilities for ten years, and close to three years with Rise in its Partnerships South program; she is also a service team leader and production supervisor with Partnerships South.

"Michelle is creative, insightful, and exudes tremendous energy on the job," said Melinda. "It's because of her positive attitude that the program participants with whom she works do so well. She makes a consistent effort to seek out their talents and abilities, encouraging them to achieve to their highest potential. Although Michelle is deaf, she interacts wonderfully with all the participants and Rise staff members. With her confidence and outgoing personality, she works hard to help integrate participants into the community and excel."

*Deena gets Ernie started on a paper recycling job.*

## Hiltner honored by job placement peers with state award ★

Keith Hiltner, a job placement specialist with Central Minnesota Works (CMW) from St. Cloud, was named *Placement Person of the Year* by his peers in the Job Placement Division of the Minnesota Rehabilitation Association at their annual meeting held in Duluth in October.

Hiltner has worked with the CMW program for two years. The program offers career planning, job placement, and follow-up support services to people with mental health disabilities who live in Stearns, Benton, Sherburn, and Wright Counties.

"Keith is very focused on person-centered planning and takes each participant's job goal seriously, working very hard to find just the right job match," said Kari Olson, Rise's job placement coordinator. "He is a great motivator, responding well to the ups and downs of his participants' job searches with empathy, energy, and enthusiasm."

Hiltner has built many positive working relationships with St. Cloud area business



*Keith Hiltner*

leaders, including members of the St. Cloud Chamber of Commerce. He has worked with several employers on job modifications to better fit his participant's abilities.

"Participants are not just numbers on Keith's caseload," added Olson. "He considers each person individually and works diligently to set up the right job match so that it is a win-win situation for the business and the potential employee. He follows up with participants to help them maintain their jobs and is willing to go the extra mile for his participants so they can experience success in the workplace."

### **Rise can help you with consumer-directed community supports planning and fiscal intermediary employer of record (FI/ER) services**

Rise has contracts with Hennepin County to assist people who are serviced under the Home and Community-Based Waiver program.

We can assist in a variety of related services, including:

- \* Person-centered planning
- \* Employee training and coaching
- \* Service consultation
- \* Assistance in hiring
- \* Support in conducting performance reviews
- \* Other human resources supports

For more information about FI/ER services,  
contact Jennifer Gajewski-Hieb at Rise, 763-786-8334.



# *Rise staff enjoy working with Cypriots this summer to help improve programs, services for people with disabilities*

**O**n July 21, 2002, a small group of parents, advocates, educators, and community rehabilitation professionals from the Turkish and Greek communities of Cyprus arrived to take part in a three-week training conference here in the Twin Cities.

The workshop was sponsored by the U.S. State Department and its core purpose was to provide professional training and technical consultation. Those participating focused on promising practices and approaches for improving secondary education, vocational education, school-to-work transition, and community rehabilitation services for youth and adults with significant disabilities.

Mary Hayden and Laura Bloomberg from the University of Minnesota's Institute on Community Integration (IQ) collaborated with staff from Rise, the Minneapolis Public School District, and the Intermediate School District #916 to host training that would be of value and application to the visiting guests.

Rise staff conducted five days of intensive training with the Cyprus visitors in many important vocational rehabilitation areas, including:

- \* Vision and values
- \* Community-based rehabilitation
- \* Person-centered planning
- \* Working with people who are deaf and hard of hearing

- \* Employer supports
- \* Job development methods and placement issues
- \* Assistive technologies, adaptive devices in employment settings, job accommodations
- \* Developing a multi-cultural workforce
- \* Enhancing community education and public awareness
- \* Consumer-directed service options
- \* Developing effective interagency partnerships

"Rise staff were pleased and honored to spend this time with our new Cypriot friends," said Vice President Don Lavin. "It was an exciting, interesting, and eye-opening experience for everyone involved in the project."

We thank our Cypriot guests, Emine Cem, Ziya Toyer, Nevin Tuncerler, Emine Insay, George Dionyssiou, Monika Vourou, and Margarita Mouza, for the opportunity to share ideas, methodologies, and techniques.

"Our guests from Cyprus were so impressed with the people, staff, programs of Rise that they thought we should open a satellite operation there," said Rise's Mental Health Professional Melinda Shamp. "Given their beautiful island location in the Adriatic Sea, they thought *SunRise-Cyprus* would be the perfect name!!"



*Vice President Don Lavin conducted a training session on diversity and overcoming cultural differences in the workplace at Rise's office in South Minneapolis. Rise staff who work there in our MFIP and welfare-to-work programs are of many different nationalities, including Hmong, Vietnamese, Somali, and Central American.*



## LEAVE A LEGACY™ MINNESOTA:

# *What can I do to make the world a better place than I found it?*

**M**any people wish they had the kind of money to give generously to their favorite charities. There is a simple tool at our fingertips that makes just such a gift possible, easy and affordable. That tool is remembering a nonprofit organization in a will with a bequest.

LEAVE A LEGACY MINNESOTA™; a statewide program, promotes interest in charitable giving by reminding people of all ages and financial capacities that they have the ability to foster and continue important values by including a nonprofit organization in their estate plan.

LEAVE A LEGACY MINNESOTA™ is a collaborative effort to educate the public and promote the idea of giving through bequests and estate plans. Professional advisors work with nonprofit organizations, including social services and arts organizations, places of worship, hospitals, education institutions and other philanthropic associations.

In the United States, at least 70 percent of households make charitable contributions annually, yet less than 6 percent of households give money to charities through bequests. In 1993, only 17 percent of the wealthiest Americans with taxable incomes exceeding \$600,000 left bequests to charities.

Even people of average means have an estate, and giving in this way provides a means of answering the question, *What can I do to make the world a better place than I found it?*

"Nonprofit organizations need our support to serve our communities and sustain the quality of life that makes Minnesota an appealing place to live, work and raise a family," said Jon Pratt, executive director of the Minnesota Council of Nonprofits and a member of the steering committee overseeing the statewide campaign. "This program will hopefully encourage people to remember their favorite charity in their will or trust."

There are four easy steps to LEAVE A LEGACY MINNESOTA™ and complete the circle of life:

1. Decide to whom and why you'd like to leave a gift.
2. Contact your favorite charity for information regarding what opportunities are open to you and how your gift helps their work .
3. Contact your professional advisor (financial planner, attorney, accountant, etc.).
4. Write or change your will to specify you wishes regarding your gift.

Individuals interested in leaving a legacy may contact John Niedfeldt-Thomas, Rise's director of Development at 763-792-2415, or the LEAVE A LEGACY MINNESOTA™ office at 651 - 917-6252.



### *Rise raises money for Greater Twin Cities United Way*

**R**ise staff and program participants enjoyed many special events in October to help raise funds for the Greater Twin Cities United Way. Not surprisingly, most of them revolved around food! Here at right, Dawn Snyder, a member of the DTH Consumer Advisory Council, sells baked goods to CBTE Site Supervisors Janice Scully (left) and Lisa Fischer. Rise receives approximately \$170,000 from the United Way to help support its employment and housing programs.

*"Nonprofit organizations need our support to serve our communities and sustain the quality of life that makes Minnesota an appealing place to live, work and raise a family."*

- Jon Pratt

*"Nothing lifts your spirits or fills  
your heart more than giving your support  
and time to a good cause."*

- John. J. Schwartz



## Annual Giving donors — *Believe in the Possibilities*

By John Niedfeldt-Thomas,  
Rise's Director of Development

Rise continues to grow each year, providing more programs and services for more participants, enabling them to become more self-sufficient, productive and contributing members of our community. In 2002, Rise will work with approximately 3,000 people and has worked with more than 13,000 people since our incorporation in 1971!

This growth, and our ability to provide customized services which are recognized nationally for their impact and success, is only possible if Rise has the financial resources to support our activities. Rise receives financial support from the federal government, state and local agencies, corporations and foundations, local businesses, and many generous individuals.

Financial contributors from businesses in our community and from individual donors *Believe in the Possibilities* for people with barriers to employment and housing. These donors know that financial support provides the tools Rise needs help people attain their personal measure of vocational achievement, self-sufficiency and belonging in their communities. We sincerely thank these donors for their support.

As we end 2002 and look forward to 2003, renewed support from these donors, and new support from those who find the work that Rise does to be beneficial, but have not yet supported it financially, will be very important. Tight budgets at the state level in Minnesota

have and will impact the levels of funding that Rise receives. In addition, in our tight economy many corporations have scaled back their giving. Finally, the decline in the stock market has impacted the portfolios of many foundations, reducing the funds available to organizations like Rise.

Support from local businesses and individuals that know, in many cases firsthand, the impact of our work, enables Rise to continue to provide these services, in the face of other funding constraints. A gift to Rise's *Annual Giving* program supports critical program needs, including:

- \* Job placement and job coaching services
- \* Vehicles used to transport participants to and from work sites
- \* Specialized production equipment and physical therapy devices and services
- \* Household goods and appliances for housing program for families

Thank you in advance for your consideration of a generous gift to support the programs and services delivered by Rise.

If you have any questions, or would like to discuss cash or non-cash (appreciated stock, real estate or other property, etc.) gifts, please contact John Niedfeldt-Thomas, director of Development, at 763/792-2415 or via e-mail at: [jniedfeldt@rise.org](mailto:jniedfeldt@rise.org).

We thank our  
*Founders for the Future of Rise*

Please consider joining the following individuals and organizations who have contributed to Rise's endowment program, *Founders for the Future of Rise*:

Dorothy Adkins  
Don and Molly Anderson  
Anoka Lions Club  
John Barrett  
Robert Burgstahler  
Bruno and Jane Colapietro  
Richard and Shirley DeLeo  
Tom Ebert  
Gordon Erickson  
George and Marge Ewen  
Jack and Jan Grunewald  
Elwood and Marie Gryzbowski  
David and Sharon Herbst  
Hoffman Enclosures  
Del and Carol Hogen  
Randy and Judi Johnson  
Robert W. Johnson  
Leonard and Donna Keyes  
Ida Kirkberg  
Curt Martinson  
Lynne Martinson  
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David and Elynn Niles  
Darryl and Kathleen Olson  
Pentair, Inc.  
Larry Pietrzak  
Larry Riesselman  
The Rise Auxiliary  
Ray Rudrud



*Service Team Leader Terri Anderson-Webb checks to ensure that Jill Lysdahl is safe and comfortable in her standing frame at Creative Partnerships North in Crystal. Annual giving donations help purchase adaptive and specialty equipment for Rise's program participants.*

Robert Silcox  
Corrine L. Smith  
Don and Norma Stein  
Chester and Gladys Tollefson  
Elaine Voss

*I / we would like to support Rise's programs that assist people in becoming more independent and contributing members of our community.*

*I / we would like to contribute:*

\$50       \$150       \$500  
 \$100       \$250       \$1,000      \$ \_\_\_\_\_ Other

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_



*Please return this form to Rise's Development Office, 8406 Sunset Road NE, Spring Lake Park, MN 55432-1387*

*A group of OCSes from the Twin Cities area meets bimonthly to share resources, information, and experiences, and provide support*

*Chris Marble, the statewide*



*resources specialist for Rise's Minnesota Employment Center.*

## *MECs Chris Marble presents at national conference of occupational communication specialists at Gallaudet University, Washington D.C.*

At the forefront of an emerging field, Chris Marble, of Rise's Minnesota Employment Center (MEC) program, presented at the national conference of the State Coordinators for the Deaf at Gallaudet University in Washington, D.C. in June.

The presentation focused on promoting standardization within this still-developing field. Due to the lack of training programs and governing entities for occupational communication specialists (OCSes), they have begun to develop curriculum and have had some lively discussions among group members regarding a code of ethics to guide professionals in their daily work.

Rubin Latz (state coordinator of the Deaf from Rehabilitation Services in St. Paul) co-presented with Marble. As there are few programs nationwide similar to MEC and its focus on providing employment opportunities for people who are deaf or hard of hearing, many of the questions

from the audience focused on how MEC was founded.

Realizing the need for more qualified OCSes, attendees were also curious about funding options and how they could establish more of an OCS presence in their own communities. The presentation was well-received and, as a result, two participants from different states requested they discuss possible collaboration with their agencies. Marble said she is excited about working with them.

A group of OCSes from the Twin Cities area meets bimonthly to share resources, information, and experiences, and provide support to one another. Meetings are held at MEC (located in the Lifetrack Resources office building), 709 University Avenue in St. Paul, second floor boardroom.

Other activities of the OCS group include: development of a job application for OCSes; discussions on how to work with interpreters and avoid role confusion; discussions regarding consumer issues/concerns and brainstorming of remedies; development of a list of facilities that employ job coaches; and more. Additionally, members have benefited from in-service training on domestic violence and the Americans with Disabilities Act (ADA).

They have established an eGroup in which members can get feedback from each other between meetings. If you would like to join the eGroup, please contact Diane Richardson at: [diane.c.richardson@state.mn.us](mailto:diane.c.richardson@state.mn.us).

During the past year, the OCS group generated a mission statement:

*The primary mission of OCSes should be to facilitate deaf and hard-of-hearing consumers' successful integration into the workforce. OCSes should pursue this mission by:*

- \* Assisting consumers to secure, maintain, and advance in employment to the fullest extent possible;*
- \* Educating consumers, employers, and other members of the workforce about clear and effective communication;*
- \* Promoting independent, shared communications between consumers and their co-workers/employers;*
- \* Implementing reasonable accommodations; and*
- \* Advocating for the rights and integrity of consumers and their hearing co-workers and employers.*

Because meetings have an informal feel and are held over the noon hour, please bring your lunch and enjoy! An interpreter is always provided. (Note: All meetings will begin with 11:00 -11:30 a.m. orientation for first-timers)

For more information, contact Marble at MEC, 651-265-2364 (V) or 651-227-0107 (TTY) or email her at [chrism@lifetrackresources.org](mailto:chrism@lifetrackresources.org).

***MEC's customized vocational assessment, career planning, job try-out, job placement, and follow-up services help ensure good job matches and employment success!***

From Laos to Fresno, California, to St. Paul, Choy Inthasone has had quite a journey. He began working with MEC Evaluators Mary Jo Schwie and Joy Dalen upon referral from the St. Paul Rehabilitation Services office.

Choy had a work history through Humboldt High School. Some of his work experiences included Petco, Hollywood Video, Cub Foods, University of Minnesota food services, Minnesota Conservation Corps and janitorial services at the high school. Choy's work experiences helped him and MEC to secure additional job opportunities.



With assistance from MEC, Choy has now been promoted to kitchen helper and makes pizzas.

MEC was able to establish a work tryout position at Pizza Hut near Roseville. Choy did very well

and was quickly hired on a permanent basis in March 2002 as a kitchen helper. He received job coaching services from Mary Jo Duncan and was then transferred to MEC's long-term follow-up program for job retention services.

Choy did so well that the managers called MEC to offer to provide more training for him to become a pizza maker instead of kitchen helper. Mary Jo went back to provide further job coaching to teach him how to make pizzas. Choy is very proud of his job and works hard.



American Sign Language gesture for "work"

## *Working for America Institute closes after 22 years*

On September 30, 2002, the Working for America Institute (WAI) closed its doors after providing employment and training services under the arm of the AFL-CIO in St. Paul, Minnesota, and Helena, Montana since 1980. WAI was once called HRDI, or the Human Resources Development Institute.

WAI played an integral role in establishing the Minnesota Employment Center (MEC) for People Who are Deaf and Hard of Hearing in collaboration with Rise, Inc. and Lifetrack Resources in St. Paul in 1993. The program offers career planning, job placement, supported

employment, and follow-up services. In its almost ten years of service, MEC has served close to 1,000 people.

"Their active partnership will be greatly missed," said Rise Vice President Don Lavin. "MEC is thankful for their support and assistance over the years. Rise and Lifetrack will continue to co-manage the program."

Lisa Shepherd, who was a MEC program manager and WAI's disability specialist, will continue to serve on MEC's Advisory Committee after WAI ends its provision of services.

# Discover the Rise Advantage!

We know businesses need a workforce they can depend on. Consistency, reliability and timeliness are vital to your success. At Rise, we meet those expectations. All our work is done under strict quality control standards set by you to ensure high-quality work, timely deliveries, and competitive prices. All that and a trained and dedicated workforce who proudly stands behind their work. It's more than just an employment service. It's a partnership. That's the advantage of working with Rise.

## *Hard-Working Employees at Your Location*

Contract with Rise to furnish:

- \* Hard-working employees
- \* Employee compensation and Workers' Comp coverage
- \* Professional supervisory staff
- \* Quality control and assurance
- \* Transportation to and from your business
- \* High-quality work



## *High-Quality, On-Time Projects*

Outsource your work to one of Rise's four production locations. We provide:

- \* Reliable workforce performing to your standards under strict quality control
- \* Competitive prices
- \* Kit packing, high-speed shrink-wrapping, assembly
- \* Pick up of raw materials and delivery of finished product
- \* Guaranteed satisfaction

## *Quality Employee Recruitment*

Rise staff will assist you with:

- \* Prescreening of job candidates and matching their job skills to your openings
- \* Lowering your turnover — Rise tracks all hires to ensure long-term job retention
- \* Disability awareness and ADA consultation filing for tax credits related to hiring our referrals
- \* No hiring fees

## *Personalized Employee Retention*

Rise's trained professionals provide:

- \* Continued contact with newly hired employees and their supervisors to make sure the job match is a good fit
- \* Language interpretation, if needed
- \* Consultation for your managers on how to supervise individuals with disabilities and/or cultural differences
- \* Additional coaching for the new hire to ensure he or she is trained to your specifications



*A Partnership That Works!*



Call Marketing Reps Nancy Hoff at (763) 783-2807 or Gary Olson at (763) 792-2447

## *CIP team appreciates Nancy Langenberger's reliability and quality work at Hoffman*

It's a long walk through the busy plant from the front door to her work station, but Nancy Langenberger walks quickly and with a purpose - she has work to do!

Nancy, who is 35, has been part of the CIP-Coon Rapids work team at Hoffman Enclosures in Anoka since 1989. In that time, she has done many different jobs for the manufacturing company, including assembling and packaging their various enclosure kits. It can get complicated because each kit has specific numbers of individual parts to put in; Nancy and her co-workers must adhere to strict quality measures.

The best part of working at Hoffman, Nancy says, is working together as a team with her friends. Katie Wagoner, a service team leader with CIP, says that Nancy has a positive and cooperative attitude with staff and co-workers. "She always does a good job," said Katie, "and has very high quality on all her work. Nancy is a reliable worker and likes to work."

Nancy says the other good thing about working at Hoffman is her paycheck. Currently, she's saving to go on vacation with her mother and brother to visit her grandmother in Texas. "I like going to the beach there, going out to eat, and buying more hats to go with my collection. I also want to go visit my aunt in Florida. We like to go to the casino there."



*Nancy likes working with her friends at Hoffman in Anoka where she's been since 1989.*

Recently, Hoffman treated the Rise team to hoagie sandwiches, chips and pop for lunch for having such a good safety record with no accidents on the job for the past quarter. Nancy was also looking forward to having specially made pizzas by the Hoffman cooks as a fundraiser for their United Way campaign celebration.

Nancy lives with her family in Columbia Heights. She enjoys doing social events with PALS, a social club that meets weekly. She also takes classes each week to help improve her math, reading, writing, and computer skills at the Blaine Human Services Center. For practice writing, Nancy has been known to recopy articles from the *Rise Reported*. Nancy also goes out weekly with her SILS (semi-independent living skills) worker; the two enjoy going to movies and sharing an ice cream sundae afterward at McDonald's.

A real "company woman," Nancy says she plans to work at Hoffman until she's ready for retirement.



*Order  
Reach for  
the Stars  
for your  
direct -  
service  
staff  
today!*



# *Reach for the Stars*

*Achieving High-Performance as a  
Community Rehabilitation Professional*

By Don Lavin

*Reach for the Stars* was written to challenge direct service staff to become effective, skilled agents of change -- to become high-performing community rehabilitation professionals. *Reach for the Stars* is the right book for CKPs who believe that being good just isn't good enough. It was written primarily as a staff development and training resource for anyone who is employed as a professional in a community rehabilitation agency.



*Reach for the Stars* can be used effectively with new and experienced staff alike. The reading material is sufficiently broad to introduce new staff to the concepts of performance excellence as well as to challenge existing personnel to raise their job performance to the highest levels possible.

*Reach for the Stars* is also a valuable administrative tool for program managers who are responsible for hiring, training, and developing the skills of CRPs. Each chapter also includes many examples, theory-to-practice illustrations through the stories of real people, and customized learning exercises.

With more than 300 pages, the book is available at \$29.95 per copy plus \$6 postage and handling (\$12 for foreign postage, including Canada). Special rates available for orders of 20 or more copies.



To order, send full payment (make check out to Rise, Inc.) to *Book Orders, Rise, Inc., 8406 Sunset Road N.E., Spring Lake Park, MN 55432*. For more information, contact Beth DePoint at Rise, (763) 783-2822; e-mail at [bdepoint@rise.org](mailto:bdepoint@rise.org); or fax at (763) 786-0008.



**Dial 2-1-1 for First Call for Help** — Accessing health and human service information is now just a three-digit phone number away. In most major metropolitan areas around the country, the Twin Cities included, you can reach the local United Way's *First Call for Help* service by dialing 2-1-1. This will make it much easier for residents to remember where to call for comprehensive information and referral help.

The 2-1-1- service is available 24 hours a day, seven days a week. The *First Call for Help* operators are there to provide information, not to serve as counselors or as a crisis line; the call center is also not designed to replace the current 9-1-1 emergency system. All calls are confidential.

**Central Minnesota Works moves to new offices** - The crackerjack team at Central Minnesota Works in St. Cloud is thrilled to be moving into a new office on September 1, which will not only pull them all together in one location, but almost double their work space at the same time!

The new office is actually in the same building, but the other part of the building. So they will have a new address (even a different zip code!) You can visit them at: 3400 - First Street North, Suite 105, St. Cloud, MN 56303. Phone: 320-656-5608; fax: 320-656-5617.

**PACER Center publishes new handbook on special education** —

The most recent edition of *Parents Can Be the Key: A Handbook on Rights and Responsibilities in Special Education for Parents of Children with Disabilities* is now available from the PACER Center in Minneapolis. The cost is only \$3 or \$2 each for ten or more copies.

This book outlines special education laws and procedures, explains specific terms and practices, and answers frequently asked questions. This comprehensive handbook also includes a list of resources available for parents seeking information on a specific disability or a particular law. Contact PACER at 8161 Normandale Blvd, Minneapolis, MN 55437 or call 952-838-9000, 800-537-2237, or (TTY) 952-838-0190.

**Writing your congressional representative** — Those active in the human service, disability, and vocational rehabilitation fields often find themselves working hard to help support - or defeat - a piece of legislation. Handwritten, typed, and e-mail letters get the same attention, and letters get more attention than phone calls.

Here are some suggestions when writing effective letters to elected officials:

1. Be clear and concise. Most letters should be no more than three to four paragraphs long.
2. State your position immediately and reference the specific number of the bill you are writing about. If it's not a pending legislative bill, be clear about the issue of concern.
3. Let the official know how the bill would affect you, your job, your business or your community. Personal anecdotes are helpful.
4. Be polite and respectful, never mean or discourteous - even if you don't agree with the official.

**Guest presenters** — Rise has a number of staff who are available to make presentation to public and private groups on a variety of disability and employment, issues. Call Beth DePoint at 763-783-2822 or e-mail her at [bdepoint@rise.org](mailto:bdepoint@rise.org), to make arrangements.

## *Rise bids a fond farewell to Rose Vanozzi*

At an age when most people are content to kick back and take it easy, Rose Vanozzi was hard at work at Rise up until about ten days before she died from cancer. "I like to work and I don't want to retire," Rose, who was 79, often said. "I like to keep busy."

"Rose had a tremendously strong spirit," said Case Manager Jennifer Peal. "She just never gave up."



Rose was a janitor at Rise's headquarters facility in Spring Lake Park and kept the common areas, including the employee lunchroom, bathrooms, and foyer sparkling clean. She took great

pride in her work and liked to "keep things nice" for her friends at Rise.

Rose had been at Rise since 1985 and was an employee in the Integrated Industries Program when she died. Although she had always wanted to work, Rose, who had developmental disabilities, never had the opportunity to have a job until she was well

into her 50s. Then, when she reached retirement age, she didn't want to quit!

Rose lived with the Boardley family in Coon Rapids for 17 years. Elaine Boardley and her three grown children and their pets were close to Rose, and she considered them her second family.

"Rose was very dedicated to her family, friends, and work," Peal noted. "As hard as she worked for us at Rise, though, Rose took time to 'smell the roses' - literally. I enjoyed hearing from one of Rose's neighbors whose entire yard was lined with rose bushes. Rose would stop at each bush and smell the roses individually. This may have a lot to do with why Rose was so good at giving of herself - she took the time to smell the roses."

Rose enjoyed attending activities at the New Horizons Club, singing with the Merry Music makers, and attending People of Praise. She also enjoyed working on puzzles and games, shopping, eating out, going to movies, and helping out at home.



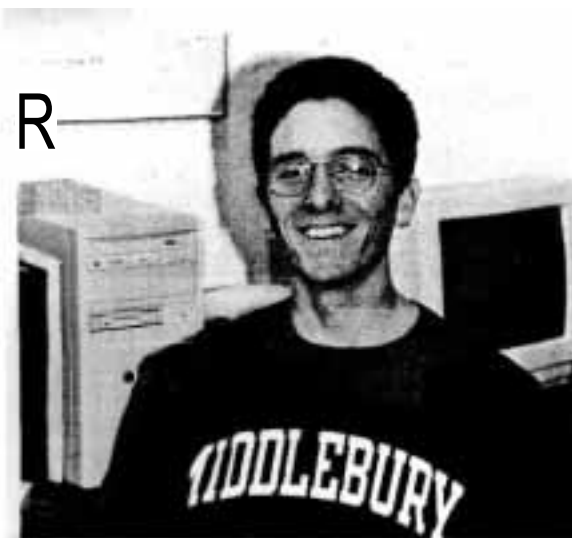
## *Rise staff member revamps our web site — check it out!*

Rise was excited to initially launch a web site in 1996 - but we are even more excited to relaunch a new, updated, and much more functional site in early November.

Sam Folk-Williams, who by day works as a service team leader in Rise's Creative Partnerships South program, was the creator/designer of the site.

Before moving to the Twin Cities, Sam worked as a web designer and film maker in New York City. He did a great job for us and is now work-ing on Web site specifically for Rise staff.

Check out our new and improved web site at [www.rise.org](http://www.rise.org).



*Sam Folk-Williams, service team leader at Creative Partnerships South, redesigned Rise's website.*

## Rise's Mission Statement

Rise supports people who have disabilities and other barriers to employment and housing in attaining their personal measure of vocational achievement, safe and affordable housing, self-sufficiency, and belonging in their communities.

Rise is dedicated to building a community which is more accepting of all of its citizens and we support the development of creative partnerships with businesses, government agencies, and the general public to meet this objective.

### Further, we believe:

- People with disabilities are valued community citizens and should be treated with dignity and respect. They are entitled to freedoms of choice and self-determination afforded other American citizens.
- People with disabilities are capable of doing valued work for real pay in integrated community businesses when customized job training, supervision, and employment support services are in place.

Employers have a mutual stake in the job performance success of their employees with disabilities and are capable of making reasonable job accommodations as well as providing responsive support services essential to job success.

- Our services should be provided in the least restrictive setting possible and encourage the use of natural community environments which foster increased opportunities for socialization and involvements with people who do not have disabilities.

Visit our Web site at [www.rise.org](http://www.rise.org)



### Brian Murray gives guests fact-filled tours at CIP-Coon Rapids's open house

Given Brian Murray's friendliness and how much he enjoys helping people, CIP staff knew he would be a perfect tour-guide for the open house they hosted in October at their new building located at 1156 -114th Lane in Coon Rapids. More than 200 friends, family, and human service professionals came to visit the day training and habilitation program's newly renovated 21,000 square feet. And Brian confidently guided his tour groups through the meeting and office, production, and social areas of the building. Brian started at Rise in 1995 and is considered to be a hard-worker who works independently and is flexible on the many different production jobs CIP does. He's shown here working on a big contract due out in time for the holiday season. Brian especially likes to be outdoors and his good work ethic is evident there, too. At home, he helps his parents and neighbors with lawn work and will soon be shoveling Minnesota snow for them, too!

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