



WEST CENTRAL NEWS

July 2020/ Issue X

24/7 Emergency Help for Those in Crisis
800-564-2578



Supported Employment: A Win-Win-Win for Clients, Employers, and Our Community

Supported Employment (SE) is a client-centered, highly-individualized program at West Central that helps our clients find and maintain meaningful employment, and take an active, positive role in the working world. Our SE Specialists collaborate with the clinicians on a client's treatment team, help the client identify the type of work they will enjoy, develop the necessary qualifications and training, and manage symptoms of their illness so they can be successful. Clients gain confidence and independence, employers acquire dedicated, enthusiastic staff, and the community benefits from income-earning, more self-sufficient members.

A client starts the SE program by learning about what the program offers, and then compiling a "career profile" - a form documenting goals, dreams, strengths, and work history. This profile forms the basis of a plan to achieve employment success, and is often the first step in creating or updating a resume. SE Specialists also review current benefits the client may have (such as Social Security and Medicaid) so they can help manage those benefits to ensure the client's income will increase once working.

The job search is the next step. Our SE Specialists identify potential employers based on a client's strengths, needs, and skills. If education or training is needed to prepare a client for work, the Specialist helps to find appropriate training programs and negotiate any accommodations or funding assistance. The Specialist will also help the client to practice job-seeking skills, such as interviewing, and provides assistance on how to manage anxiety or other symptoms of illness during the process.

Once the West Central client is employed, the SE Program transitions to providing "follow-along supports," and Specialists may have less frequent appointments with clients, depending on the client needs. Clients are encouraged to call or come in any time they need work-related advice or assistance, from managing a promotion to respectfully handling issues with co-workers.

Clients in the SE program have found employment in a wide variety of fields ranging from healthcare to forestry, construction to teaching, and retail to restaurants. Participating clients report that working helps their self-esteem and promotes their recovery. To learn more about West Central's SE program, whether you're a client, employer, or interested community member, email Jane Morgan at jmorgan@wcbh.org.

To schedule an appointment,
please call us at: 603-542-5128.



**Pennies for Change -
It's no Rodeo, but we Hope
You'll "Round Up" !!!**

This July, the Co-op Food Stores selected West Central Behavioral Health as the local charity to benefit from customer donations when shoppers choose to "round up." What, exactly, does this mean?

Every time you shop at the Co-op Food Stores in July, the

checker will ask if you want to "round up." If you say yes, they will raise your charge to the next highest dollar amount, and West Central will get that change! A grocery bill of \$45.35 becomes \$46.00 for you, and West Central gets \$.65 to put toward helping people in our community. It's a practically painless way to help out, but it adds up to big money for West Central, and essential mental healthcare for children, adults, elders, and families in need.

The Co-op also supports West Central's InSHAPE Program, which helps those with severe mental illness learn to exercise and develop healthy cooking and shopping skills. We are truly grateful to the Co-op and its members for supporting our efforts to serve vulnerable friends and neighbors in our community.

Adam: A Supported Employment Client Success Story



Adam*, a West Central client, has been in our Supported Employment (SE) program for about a year. At first, he was unsure about what kind of job he wanted, but after some research and conversation with his SE Specialist, Adam decided he wanted to become a pharmacy technician. To achieve this goal, Adam prepared and submitted his resume to a highly competitive pharmacy tech apprenticeship program at DHMC. His SE Specialist helped him prepare by working on interviewing skills, presentation, and managing his anxiety. The selection process was a grueling one and, to his credit, Adam attended all the information sessions and the interview process at DHMC. Unfortunately, Adam was not accepted to the program.

Undeterred, Adam worked with his West Central SE Specialist to identify other ways to become a pharmacy tech. As a result, he applied for a position at a local pharmacy. His SE Specialist visited the store with him to ask some questions, including the possibility of training while on the job. Subsequently, Adam was interviewed and hired by the pharmacy! He has been working in the store for approximately three months, while also

training to become a pharmacy tech. Adam has proven to be a hardworking and conscientious employee, and he's further developed goals for his future. Eventually, Adam plans to combine his pharmacy skills with employment in the IT field.

Adam still meets weekly with his SE Specialist and his West Central therapist, and continues to work on ways to manage his high levels of anxiety at work. He has negotiated some minor job accommodations independently and is optimistic about the future.

*Not his real name, which was changed to provide client privacy.



See You At The Lebanon Mall!!!

Have you seen our latest project? It's not exactly hi-tech, but it's a gentle reminder that we're here to help. If you stop to dine in (or pick up) with our good neighbors, Salt Hill Pub or Three Tomatoes Trattoria, check out our "sandwich" board sign (just don't eat it!). And if you have a bit of quippy wisdom you'd like us to share, send it to dtichner@wcbh.com. Maybe we'll feature YOU!

Are You Creative? Youth CAN Needs a Logo!!!

Youth CAN is a group of organizations and individuals from the Claremont and Newport region working to decrease youth substance abuse. But they need a logo! If you can draw, paint, or create, enquire at YouthCAN603@gmail.com. Open to all ages. Full instructions below!





Youth CAN Logo Contest

Youth CAN is a group of organizations and individuals from the Claremont and Newport region working to increase positive opportunities for youth

ALL WE NEED IS A LOGO.

Paint? Pen? Spray-paint? Digital?
Acrylic? Fingerpaint? Sidewalk chalk?
Let's see it!

Prizes for top three logos



Send your logo clearly featuring Youth CAN to:
YouthCAN603@gmail.com by July 31st &
post to social media with #YouthCAN603
Questions? Email us.
Mission: Decrease youth substance use by increasing
positive opportunities



Navigating 2020 With Your Teens and Young Adults – A Parent Perspective

This spring my calendar was full. With both a 2020 high school graduate *and* a 2020 college graduate, big graduation ceremonies and parties were on the horizon. Plans had been rattling in my head and on my Gmail calendar since the beginning of the year. With little room to breathe between gatherings, I was looking forward to summer, when we could enjoy some family time before the kids moved on to their next life stage.

Since then, a different kind of busy has taken over our lives. With gatherings canceled, the house became the ceremonial

fun spot for more leisurely family dinners and movie nights. But home also became a tense place of family meetings and emotional discussions about house rules. Like so many parents, I've been spinning my wheels trying to compensate for my kids' losses this year. We've tried to be creative in recognizing their milestones, yet we are all painfully aware of how long-held expectations have turned to uncertainties. But how can we help our teens and young adults cope and adjust to the long-term changes this pandemic is bringing?

- Listen and observe. Ask yourself whether your child is asking for advice, or simply venting. Many times it's the latter, and your teen may find advice annoying or intrusive. If a contribution seems expected, ask non-judgmental questions and express your confidence that your teen will land on their feet.
 - Keep your eyes open for signs that your teen or young adult is experiencing something beyond the appropriate sadness and uncertainty - something more serious. Depression can manifest in many ways, and the signs can be different in teens and young adults from those observed in older people. Withdrawal, sadness, changes in sleep habits, and disinterest in doing things that were once enjoyed are classic signs. Depressed young people may show hostility and a level of irritability that go *beyond* moodiness, as well as have unexplained pain – headaches, muscle pain, stomach aches, and the like.
 - Be aware that the symptoms of anxiety disorders have some overlap with those of depression, and can also include picking at the skin or hair, repetitive behaviors, sleep issues, indecisiveness, and procrastination. We are all anxious at times - especially times like these - but keep your eyes open for more extreme symptoms.
 - Lastly, listen to your gut. Even if you can't put your finger on it, if your gut is setting off alarms, do something. Don't be afraid to seek help for your teen or young adult, and remember that West Central offers 24/7 phone help and emergency services.
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With Your Vote for West Central, We Can Do More!!!

Because we LOVE our Community!

Northeast Credit Union is running a "Love Your Community" Contest, where area non-profit organizations can win a grant of \$5,000 in support of their programs. West Central has been nominated, and **we need your vote to WIN!**



You probably know that West Central provides mental health care and substance use disorder services to residents in need in Sullivan and Grafton counties. Did you know we work with children, families, and the elderly? Or that we provide supports for those with severe mental illness to allow them to live independently in the community? And that we provide free Emergency Services 24/7, by phone and in person, when needed?

We can't list all we do in a short article, but your vote will help us bring critical services to the community. Winners are chosen based on the number of votes, so vote now (it's easy - we're under "W"), share on social media, and ask your friends and family to vote, also.

VOTE, SHARE, AND LET FRIENDS KNOW

YES! I WANT TO VOTE FOR WEST CENTRAL

(just click above)

If you (or someone you know) is in crisis, our free Emergency Services line is open 24/7 at:

1-800-564-2578

Our Covid-19 Mental Health Crisis Relief Fund - An Update



We started the Crisis Relief Fund in May to help offset the extra expenses of operating during the coronavirus pandemic. Personal protective equipment, telehealth audio and video equipment, and maintaining 24/7 Emergency Services are only a few of these costs. The response has been heartening - but our clients need us and the pandemic wears on. To those who have donated, we are so very grateful. If you haven't, please donate to this very special cause if you can - any amount helps!

Thank you for sharing the gift of mental health!

Yes, I'll Donate to West Central's Covid-19 Mental Health Crisis Relief Fund ([Click Here](#))

We're Open!!!

**To make an appointment call us at: (603) 542-5128
In-Person *and* Teletherapy Visits Available**

Sharing This Newsletter Might Save a Life!

This newsletter is sent to all West Central staff, our Board and Committee members, and many friends and supporters with our heartfelt thanks. Please share it broadly with your friends and family so people remember our name and the work we do as this region's community mental health and substance use center.

**When people in need know who we are,
they'll contact us *when they need help.***

(for past newsletters [click here](#))



Nurturing Dreams... Transforming Lives...

West Central Behavioral Health serves clients in the Upper Valley and Sullivan County, and has offices in Lebanon, Claremont, and Newport, NH.
WCBH is a tax-exempt, 501(c)(3) organization.