



# DEPAUL

DETAILS

Winter 2005

Volume XI

Edition I

## LIFE LINE/2-1-1 launches in February

In February, the community was introduced to 2-1-1; an exciting project that connects people with information about and referrals to health and human services.

From finding substance abuse assistance to securing adequate care for a child or an aging parent, 2-1-1 is an easy-to-remember telephone number that connects people with essential services they need.

The project is a collaboration effort between DePaul's LIFE LINE program and the United Way of Greater Rochester. 2-1-1 now serves Monroe County. Ontario, Livingston, Wayne, Seneca and Cayuga counties will follow.

Similar to what LIFE LINE has done for more than 30 years, 2-1-1 provides confidential information and referrals to human services 24-hours a day, seven-days a week and is operated by trained professionals.

2-1-1 offers access to various services including: physical and mental health resources, crisis intervention services,



DePaul President Mark Fuller poses for a picture with Sen. Hillary Rodham Clinton. Sen. Clinton visited DePaul's LIFE LINE/2-1-1 call center in Rochester in January.

drug and alcohol intervention and rehabilitation, employment supports, financial assistance, job training, transportation assistance, support for the elderly and persons with disabilities, and support for children, youth and families.

United Way of America and the Alliance of Information and Referral Systems will work together to accelerate the nationwide spread of 2-1-1 over the next several years.

Robert Bonn, 2-1-1 director, said the local 2-1-1 initiative is the first in New York State. Sen. Hillary Rodham Clinton attended the January 18 kick-off celebration for 2-1-1. She also toured the call center.

"This initiative ensures a better delivery of human services and makes it easier for the community to get in contact with the right people," Sen. Clinton said. "It not only points people in the right direction, but it can grow. I'm excited to be a part of this."



## Quality Customer Service, a Goal for 2005

To kick off the New Year, DePaul has made it a 2005 goal to ramp up its continued focus on customer service efforts.

In her new role as Vice President of Client and Associate Relations, Gwen Alexander Martins will identify new ways to meet consumer and staff needs.

"Happy employees make for satisfied customers and consumers," Gwen said. "We've done a great job in the past providing excellent customer service and I want to continue that."

Gwen is committed to merging the cultures of DePaul staff and consumers. She will work with a newly formed

Cultural Competence/Diversity Leadership Team to coordinate activities that will celebrate the diverse cultures of DePaul's staff and consumers.

"We will devote our efforts to promote a better understanding of each other," she explained.

"It's a huge task that will affect all areas of service," DePaul President Mark Fuller said. "We began working toward this goal in 2004 and will continue to strive to be recognized as an agency that attains high levels of customer satisfaction for both internal and external audiences."

# DePaul Welcomes Christopher Wilkins

## *Vice President of Addiction Services*

DePaul is pleased to announce the appointment of Christopher Wilkins as Vice President of Addiction Services. In his new role, he will oversee Addiction Treatment Services including an inpatient detoxification program, an inpatient rehabilitation program, an outpatient treatment program, Esperanza Latina, a community residence program, and supportive living apartments. He will also be responsible for the Problem Gamblers Program and the National Council on Alcoholism and Drug Dependence – Rochester Area.



Christopher Wilkins

Director of the Steuben County Department of Community Services and held various roles with Catholic Charities of the Southern Tier, the Rochester Catholic Diocese, and Catholic Charities of the Finger Lakes.

“We are delighted to have Chris on board,” said Mark Fuller, President, DePaul. “His expertise in the area of addiction services will provide a foundation for our agency to build a continuum of care that will serve ever-growing numbers of people in need. He is recognized as a leader in the field and we are confident that his skills will help establish DePaul Addiction Services as a provider committed to excellence and quality of care.”

Chris received a B.A. from Hobart College and an M.S. in Healthcare Administration from Seton Hall University. He is the immediate past President of the Region II (Finger Lakes) Consortium of Alcohol and Substance Abuse Providers and the Treasurer of the New York State Association of Substance Abuse Providers. He currently lives in Bath with his wife, Jill, and their three children.

## DePaul Celebrates the Holidays with Friends

DePaul consumers, residents, and staff members celebrated the holidays with parties, gatherings and other festive activities. Below is a collection of memories from the fun-filled celebrations.



Chris Nutting, Supervisor at Embury Road, presents a growth and achievement award to Yania G. at DePaul's holiday party.



Anna George, Mary Gilbride, and June Becker (left to right) residents of Horizons Senior Living Community made “snowmen” during the holidays to decorate the front entrance of the facility.



Autumn Gillmore, East Ridge Supervisor, dances with East Ridge client Pedro N. at DePaul's annual holiday party.

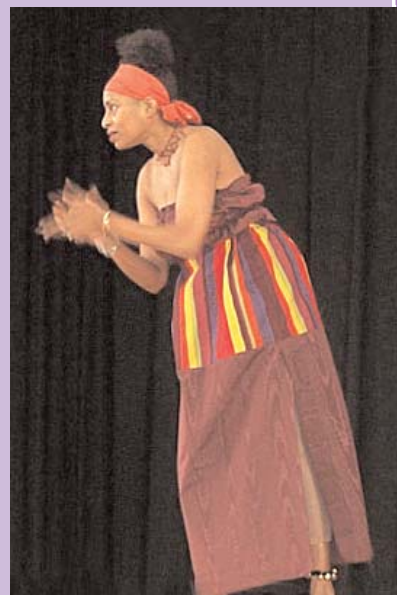
## DePaul Celebrates the Accomplishments of Dr. Martin Luther King, Jr.

In conjunction with Action for a Better Community and Flower City Habitat for Humanity, DePaul participated in a celebration of the life and legacy of Dr. Martin Luther King, Jr. on January 21.

Staff and clients from the partnering agencies enjoyed an afternoon of various speakers and entertainers, including Avery True Blackman, African dancer Francis Hares and a special recitation of Dr. King's "I have a dream" speech.



Shelby Bour, a Supported Housing Specialist for DePaul, reads an excerpt from one of Dr. King's speeches during the annual celebration in January.



Francis Hares performs an African Dance for an audience of about 200 people.

## Thank You to our Loyal Supporters

A huge thank you goes out to the caring and compassionate donors and volunteers who once again made the holidays bright for DePaul clients and consumers. DePaul is grateful for the continued support from the community, individuals, and businesses. Thank you again to those who made a donation and/or special contribution including:

Churchville Fire Department

DePaul staff & volunteers

East Rochester Community Center

Greece Public Library  
Staff Members

Maplewood Net Office

Maryanne Cattone  
and BOCES – Fairport

St. Pius X Church

St. Vincent DePaul Church

SWBR Architects

Time Warner Cable

United Church of Christ



DePaul's Continuing Day Treatment clients Kathleen M., Bill H. and John B. work on various art projects during a recent art therapy session.

## Art Therapy Provides Tools of Expression

In a sun lit room surrounded by brightly colored drawings, paintings and papier maché sculptures, clients from DePaul's Continuing Day Treatment Program say they feel welcome when they walk through the doors of Ingrid Reuschle's art therapy program at DePaul.

The program began about a year ago. For two afternoons a week, clients can walk into her "open studio" and express their feelings and experiences through their artwork. At the end of each session, their work goes into a private portfolio.

Ingrid's groups vary from one participant per group to ten. Throughout the therapy sessions, she spends one-on-one time with each client, chatting about their artwork and what it means to them.

"My goal is to try and get them to recognize their senses and experiences and to let it all out ... even if it seems like it doesn't make sense," she said. "That's the best part of art. It doesn't have to make sense."

Ingrid's soft voice and smile provides a sense of peacefulness and calm in the room. Her studio walls are covered with artwork that represents the wide variety of talent among the clients.

"They feel good about themselves when they're here," she said. "The positive feedback makes them feel talented and meaningful."

# Interpreting Services Makes Vital Connections

Imagine going to a doctor's appointment to discuss a complex health problem. Now imagine if your doctor didn't speak English and you had to rely on an interpreter?

For someone who is deaf or hard of hearing, it is crucial for them to trust and relate well to their interpreter.

That's why Tracy Winters, Coordinator of DePaul's Interpreting Services, makes it her priority to match her deaf and hearing consumers with the right interpreters whenever possible.

"There are many styles of interpreting and signing," she explained. "Most prefer American Sign Language (ASL). Others prefer PSE (Pigeon Signed English, a combination of English and ASL). It's important to make a good match when it comes to language and interpreting skills and styles."

Interpreting Services is a component of DePaul's Deaf & Hard of Hearing Program. Since its inception in 1994, Interpreting Services has grown to serve more than 180 hearing and deaf individuals and businesses every year. In 2004, it provided more than 8,000 hours of interpreting services.

The Deaf & Hard of Hearing Program also offers a wide range of other services including counseling, aging support services, American Sign Language classes, support groups, and information and referral services.

With certified/qualified interpreters and affordable rates, DePaul's Interpreting Services are always in demand. The program employs two full-time staff

interpreters and nearly 50 freelance interpreters.

Out of approximately 100,000 people who are deaf and hard of hearing in the Rochester community, there are about 300 community interpreters to serve them, according to Winters.

"Our lines are always busy," she said. "We offer affordable rates and excellent quality."

Office hours for DePaul's Interpreting Services are 9 a.m. to 5 p.m. Monday through Friday. The program also provides on-call emergency Interpreting Services 24 hours a day/7 days a week. For more information about DePaul's Interpreting Services of the Deaf & Hard of Hearing Program, please call (voice) 423-9490, (TTY) 325-4301 or (relay) 7-1-1.

Mark H. Fuller - President  
Marcia Dlutek - Editor  
Natalie Ciao - Copywriter  
Kathi Stolte - Design



DePaul is a not-for-profit organization that provides assisted living services for seniors, mental health residential and treatment services, addiction treatment services, and programs for those with developmental disabilities, and individuals who are deaf or hard of hearing. Please address comments to the Communications Department at (585) 426-8000.



Community Partner