

## QA CORNER-PEER REVIEWS

*QA Corner is written by Angel Lucas, Quality Assurance Director*

We have had two Peer Reviews for this fiscal year. The following people scored **100%** on the Reviews. Way to go and Keep up the **GREAT** work! I know that everyone works hard to provide quality services.

### CBR/DC/CH Paraprofessionals:

Rose Holeman  
Sharon Immel  
Barbara Sanders  
James Peters

Sherry Franklin  
Mary Scott  
Mary Baker  
Doris Tucker  
Jackie Young  
Alois Hart

### Therapists:

Dena Henderson  
Marilyn Porter  
Carol Blansett  
Rhea Holmes  
Brooke Phillips (100% on both reviews – YEAH!!!)  
Veronica Brown  
Twila Miller

Ives Murry  
Tajuana Tolliver  
Karen Williams  
Shawn Mann  
Gloria Anthony (100% on both reviews – YEAH!!!)  
Walter Clemmer (100% on both reviews – YEAH!!!)  
Barbara Olloway-Ezell (100% on both reviews – YEAH!!!)

### Community Intervention Specialists:

Larry Stanley  
Shejuana Matthews (100% on both reviews – YEAH!!!)  
Nell Caldwell  
Cecile Thomas

Charlotte Wade (100% on both reviews – YEAH!!!)  
Mary Tate (100% on both reviews – YEAH!!!)  
Cecile Thomas  
Dalphoney Simmons  
Zenobria Davis  
Margaret Frankilin

## MEET GRETTEL!

**Lynn Fernon**, Children's Services Director, would like to introduce everyone to her grand-dog, Gretel! Gretel was rescued by her son Phillip Fernon!



## UPDATE YOUR ADDRESS!

In order to ensure accurate and speedy delivery of your W-2 forms during the 2009-2010 tax season, **please contact HR with your new address if you recently had an address change.** Email your new address to Gina (gdycus@mshs.org) or Shana (swarren@mshs.org) as soon as possible.

**Printing and mailing of W-2s will begin in January!**



## A SPECIAL THANKS!

I want to thank all the **West Memphis CSEA staff** that were involved in the Delta Christian Association/Junior Auxiliary Club's Thanksgiving giveaway and Happy Hearts Christmas Party. Turkeys and food baskets were distributed to 25 of CSEA's Crittenden County's families. The Saturday December 12th Happy Heart's Christmas Party was another glorious success. DCA/JAC again this year, gave gifts to 85 Crittenden County CSEA families--(over 225 children). The staff and clients of CSEA are deeply grateful to Diane Lugar, the Delta Christian Association, and the Junior Auxiliary Club.

*Lanny Charles, West Memphis, Clinic Coordinator*

# The Phoenix

COUNSELING SERVICES OF EASTERN ARKANSAS

## EMPLOYEE OF THE YEAR

We are pleased to announce the 2009 Employee of the Year....**ANGEL LUCAS!!!** Angel works tirelessly in two roles at CSEA at Quality Assurance Director and Clinic Coordinator for Brinkley! Angel was nominated by John Russell and Josephine Flowers. Congratulations Angel!!! Here's what they had to say about Angel!

**Nominated by: Josephine Flowers**

**Accomplishments:** Leading role in the multiple facets of Counseling Services of Eastern Arkansas' Access and Engagement project.

**Why?** Mrs. Lucas has taken on many additional tasks and projects to promote the quality of services CSEA renders. Mrs. Lucas is very attuned to team accomplishment and works tirelessly to assist in any way she can with agency projects as well as local clinic projects. Mrs. Lucas produces excellent quality of work, is extremely efficient and maintains a positive outlook that is reflective in her interactions with her peers and with the staff she supervises.

**Nominated by: John Russell**

**Accomplishments:** 1. Took over the Brinkley Clinic as acting coordinator due to the absence on medical leave of Dr. Porter-Jordan. 2. Revamped the CBR program and developed a workable schedule for the client and staff of the CBR. 3. Conducted staffing and coordinated services between the administration at CSEA and the Brinkley clinic. 4. Was largely responsible for creating a "team attitude" at the Brinkley clinic. 5. Assisted with clinical work e.g. TPU's, PA's, etc. when the Brinkley clinic was short staffed.

**Why?** Mainly due to her willingness to work long hours and assist with all operations at the Brinkley clinic, she was able to develop a "team approach" to carrying out the daily functioning of the clinic. Further, she was available 24/7, either by her presence at the clinic or by cell phone. In addition to the outstanding job of management she has accomplished at the Brinkley clinic, she was able to fulfill her duties as Quality Assurance Director for CSEA. Her positive attitude has had an effect on all of the employees at the Brinkley clinic.

**Angel was not the only one nominated. Turn the page to find out who else was in the running for Employee of the Year!**

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### NOVEMBER/DECEMBER 2009

#### Special points of interest:

Extra Milers/Braggin' Rights  
Grandbaby News!  
Grand-dog News!  
Zumba Instructor works at CSEA!!!

**EMPLOYEE OF THE YEAR NOMINATIONS**

*The competition was fierce for Employee of the Year. Below are the staff members that were also nominated, who nominated them and why. If you see one of these people, congratulate them on a job well done!!!*

**Chad Barber, Company Wide**  
**Nominated by: Brenda Brewer**

**Why?** I feel that Chad is always helpful. He has a pleasant disposition. I never hear him complain about what is asked of him to do. He is courteous and always has a smile on his face. He is motivated and self-sufficient.

**Donita Ross, West Memphis**  
**Nominated by: Christal Trotter**

**Why?** Mrs. Ross is such a pleasure to work with. She always goes above and beyond the call of duty. She doesn't hesitate to work in any area needed. She has a beautiful spirit and I personally know that if it wasn't for her being so supportive of the entire staff a lot of things wouldn't get done. So for these reasons and many more I nominate Mrs. Donita Ross as Employee of the Year.

*Congrats to all the nominees!*

**Zenobra Davis, Wynne**  
**Nominated by: a person that thinks she should pursue a degree in counseling**

**Why?** She's very professional at what she does. She assists other staff and clients even on her off days and works hard empowering clients and connecting clients to necessary resources.

**Dorothy Spencer, Helena CBR**  
**Nominated by: Barbara Sanders**

**Accomplishments:** Dorothy has 30 plus years in the mental health field and has always been ready and willing to do whatever is asked of her. She meets productivity monthly and goes out of her way to make sure clients are taken care of. She seldom misses work and is very dependable.

**Why?** Dorothy goes far and beyond her job duties to make sure our CBR clients are taken care of. She assists them each month with banking, getting bills paid, shopping for things they need for home, etc. This is all outside of billable services and yet she is always ready to lend a hand to help our clients. She is also a caring person who is willing to give a hand to friends as well. She is at work before time to make sure someone is available for our clients to get in.

**EXTRA MILERS & BRAGGIN' RIGHTS!**

Thanks to **John** and **Josephine** for nominating me for Employee of the Year. And thanks also to all who voted for me. I am honored and very appreciative of the kind words and thoughtfulness. I love my job and am happy to work with such a great group of peers.

*Angel Lucas, QA Director & Clinic Coordinator*

I would like to thank all of the **staff in the Marianna** clinic for being amazing and wonderful people. Each and every one of you has a superb work ethic and a desire to do your job well. Beyond being great employees you are all remarkable people!! Thank you and keep up the good work and keep having fun! Here is to another year of adventures together.

*Elaine Kemp, Clinic Coordinator, Marianna*

Our youngest child, **Aaron Chism**, will graduate from Harding University in Searcy with a major in Computer Science on December 19, summa cum laude! We are super proud of him!

*Jan Chism, Administrative Secretary, Forrest City*

I would like to thank **Chad Barber** for helping me with a vehicle problem in the cold rain. It was truly above and beyond the call of duty!! All of you guys take great care of us! THANKS!!!!

*Lynn Fernon, Children's Services Director*

**Zenobra Davis** would like to congratulate her daughter **Chasity** and son **Dustin** for scoring proficient on bench mark tests. Chasity also senior high cheerleading squad again and was voted senior class treasure and Ms Cross County High School's prettiest smile.

Special Thanks to the Marianna Clerical-Duo, **Lena Williams** and **Brigette Ross**, for volunteering to help West Memphis with scanning. The West Memphis clinic appreciates the initiative the 2 of them exemplified. As shown by Lena and Brigette; teamwork does not only mean within individual clinics. Thanks A Million!!!

*Donita Ross, Administrative Assistant, West Memphis*

My daughters, **Dustie Grace Flowers** and **Chloe Elizabeth Flowers** attend school at Palestine-Wheatley elementary and they both made all A's on their report cards this nine weeks. They both received certificates for making the principals list at an award ceremony at their school yesterday, Nov. 12th. See pictures of her daughters below.

*Cassie Flowers, LPN, MHPP*



Dustie



Chloe

**MEET CARTER SMITH!**

**Roland Irwin**, Clinical Services Director, would like to introduce the newest edition to his family, his grandson **Carter Smith**. Carter was born on November 25, 2009!



**NEW STAFF**

- ◆ **Sharon Harshberger**, MSW Intern, Forrest City
- ◆ **Shirley Harvell**, Project Director, Cross County Drug and Alcohol Prevention Program, Wynne,
- ◆ **Dina Milton**, Positive Action Coordinator, Cross County Drug and Alcohol Prevention Program, Wynne

**ZUMBA INSTRUCTOR**

**Josephine Flower**, Adult Services Director, is now a certified Zumba Instructor. She received her certification on October 17th.



**Zumba** is an aerobic fitness program created by Miami-based dancer and choreographer Beto Perez and two entrepreneurs, Alberto Perlman and Alberto Aghion. It originated in Columbia in the 1990s and as of 2009 is taught by some 20,000 instructors in 35 countries.

It's commonly referred to as the 'booty-shaking' exercise program.

**Upcoming Holidays: CSEA will be closed on the following days:**

**Christmas:**

Thursday, December 24th and Friday, December 25th.

**New Year's Day:**

January 1, 2010

**Dr. Martin Luther King's Birthday:**

January 18, 2010

