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Recovery thru Integration,
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Next Newsletter Comes out
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This newsletter is for anyone interested in the ongoing and growing RSS Program.

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**Recovery Support Specialist
Newsletter**

**Issue #20
October 2008**



**At Your Service
By Eric Stark, CRSS**

The process of receiving services at a behavioral health provider can be difficult and very frustrating at times. Knowing that there is someone who is interested in listening to your concerns and complaints can make all the difference. That is why I am proud to work at La Frontera Center (LFC) as a Customer Service Specialist. While I can always be reached by telephone, I spend a lot of time visiting the waiting rooms and listening to people's needs. But my duties go beyond just being a sympathetic ear, I also can act as an intermediary helping people navigate between case managers and physicians to solve problems and guarantee that people are receiving the services that they need and deserve.



Another part of my job is to provide people with information about LFC programs and groups and direct them towards relevant community resources. I help ensure that the waiting rooms are fully stocked with useful resources and that the rooms themselves are clean and welcoming. Because LFC wants to know peoples' opinions about the quality of care they provide, I run focus groups and collect feedback by administering satisfaction surveys and collecting peoples opinions submitted to our suggestion boxes. Along with serving the LFC community, I also can be found staffing education tables at community events or representing LFC at various local organizations.

I am very grateful to have this opportunity to help others. I was very excited when this position was first created because I have always believed that customer service is an essential aspect of any service oriented business whether that business is a Fortune 500 company or a behavioral health provider. I was also glad to see that LFC was looking for a **Recovery Support Specialist** to fill this new position. I can not think of anyone better equipped to advocate on the behalf of LFC members than a person who also has experience with the trials and tribulations of living with a mental illness. I believe that by incorporating members into the process, LFC sends the message that people receiving services from a provider are valued customers .

Advisory Committee

Angela Dingle-dine
CRSS

Kathy Lewis
CRSS

John McElroy
CRSS

Ken Rogers
CRSS

Patricia Porras
CRSS

Dan Steffy

News of Note

Arizona's chapter of United States Psychiatric Rehabilitation Association (USPRA) held a conference in Tucson in August. Ken Rogers, CRSS, CPRP, VP of the of the Chapter, presented on the steps to apply and the different domains of the test to become a Certified Psychiatric Rehabilitation Practitioner (CPRP). Currently a CPRP may allow a person with a high school or GED to apply to become a Clinical Liaison. For more information contact Ken at 618-8832. CPSA sponsorship of the conference allowed many of the RSSs to attend.

Attended the AZPRA Conference



Roy, Randy, Ray, Arnold — Aida, Karen, Brenda, and Sandi

RSS Alumni Guild News

The RSSAG meeting was held at CPSA Member Services on Wednesday 8/20/08. The Guild is happy to welcome our new Treasurer, Julie Croteau. Present were Fred Ortega, Stefanie Chapp, Eric Stark and Julie Croteau. Julie has accepted the role of treasurer, voted in by a unanimous vote. Thanks to Julie for committing your time and energy to the Guild. On 9/24 Stefanie Chapp resigned her position as VP of the Guild.

The Guild is reaching out, in an effort to build membership, by holding the monthly meetings at different agencies and sites, and at different times of the day. For more information, please contact Fred 838-3878, or Sonia 901-2302.

Coming soon

The Guild is in the planning stages of a talent show event in late October. It might be called **The RSS Creativity Showcase**. Flyers will be sent out closer to the event. We're looking forward to putting on a great show, sharing some fun and celebrating our creative sides.

Beth C. Stoneking, PhD, MSW, CPRP
Beverly McGuffin, RN, MS, CPRP
BreAnn Currie

Publisher
Editor
Page Designer



Word Hunt

Find all 16 words

Acknowledge	Captures	Ensure	Professional
Ancestry	Cradles	Increasingly	Socialization
Brightened	Creative	Intermediary	Talent
Candidates	Defined	Latino	Welcoming

S N F G D E F I N E D D N I C I
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L T P I I O T M F N P E C S N C

Certified Recovery Support Specialists are invited to join the Advisory Committee.

Please call RISE at 520-626-7473 for the date and time of meetings.

Losing Private Dwyer

By LAWRENCE DOWNES

Adapted from the New York Times



The photo captures everything that Americans wanted to believe about the Iraq war in the earliest days of the invasion in 2003. Pfc. Joseph Dwyer, an Army medic whose unit was fighting its way up the Euphrates to Baghdad, cradles a wounded boy. The child is half-naked and helpless, but trusting. Private Dwyer's face is strained but calm.

Joseph was a rock, Ms. Minor said, a guy who would change your oil and check your tires unasked and pick you up by your broken-down car at 3 a.m. Ms. Knapp said he was like an uncle to her son, Justin, who was having trouble in kindergarten and brightened whenever Mr. Dwyer went there to check on him.

That story turned bitter years ago, of course. And the mountain of sorrow keeps growing: Mr. Dwyer died last month in North Carolina. He was 31 and very sick. For years he had been in and out of treatment for **post-traumatic stress disorder (PTSD) and addiction**. He was seized by fearful delusions and fits of violence and rage. His wife left him to save herself and their young daughter. When the police were called to Mr. Dwyer's apartment on June 28, he was alone. They broke down the door and found him dying among pill bottles and cans of cleaning solvent that friends said he sniffed to deaden his pain.

His friends tried an intervention, showing up at his door in October 2005 and demanding his guns and cans of solvent. He refused to give them up. His parents tried to get him help, but nothing worked. "He just couldn't get over the war," his mother, Maureen, told a reporter. "Joseph never came home."

Private Dwyer, who survived rocket-propelled grenades and shocking violence, made his way back to his family and friends. But part of him was also forever stuck on a road in Iraq, helpless and terrified, with nobody to carry him to safety.

Moving Up at CODAC

By Monique Roybal, CSS, CRSS



I am a Certified Recovery Support Specialist who graduated from the 9th RSS Institute. Before my acceptance into the Institute, I was working as a Community Support Specialist (CSS) at CODAC Behavioral Health Services, Inc. since July of 2006. In the Institute I learned skills to become a better advocate and employee. I learned about supports for my recovery from bipolar disorder and substance use disorders. My first role was visiting with members in their homes or one-on-one at the clinic, assisting them with socialization, life skills, and household maintenance. I taught a group at CODAC's Recovery Support Center.

My role has changed dramatically over the past two years. I recently was promoted from a CSS to a Senior CSS in the Housing Department. Now I supervise five staff, one person is a CRSS and one person is in Institute 15. My new job duties also entail overseeing four different properties that CODAC members live in, staff scheduling, contact person for the management companies and CPSA, and ensuring that all boarding homes that CODAC members live in are visited by the Housing Department staff monthly.

Moving up means that I do not have as much member contact as I once did and I miss them, but I thoroughly enjoy my new position. It has been an interesting journey for me these last two years. What a big change for someone who was labeled a felon, a drug addict, and an alcoholic without a home. It feels good to know that I am trusted, believed in, and that my hard work is acknowledged. I am considered a fellow professional at CODAC. I look forward to what the upcoming years will bring!!!!

Is it Latino or Hispanic?

Prof. Ernesto Sagas Shares his Thoughts

Tuesday, February 28, 2006
SNHU Communications Office

Is it Latino or Hispanic?

By KATHRYN MARCHOCKI Union Leader Staff

MANCHESTER – Cuban native Anna Tomeu Lopez has cousins who are blue-eyed and blonde. So it bothered her when census forms and other official documents gave her one option to describe herself: Hispanic. "What really ticked me off is they say they consider Hispanic a race and it is not," Lopez, 46, said. "There are many Hispanics who are white, like I'm white," said Lopez, a member of the New Hampshire Immigrant Rights Task Force and Latinos Unidos de New Hampshire. "I would rather be called Latina," she added.

So would Taina C. Cruzado, 31, who grew up in Hartford, Conn., and is of Puerto Rican descent. "I feel more Latino. Latino to me is how I feel about my ethnicity," she said. "Hispanic is not a name we grew up with. Latino is. Hispanic is a name given to us by the United States government as a way to identify us as a people who speak Spanish," said Cruzado, editor-in-chief of *NosotrosUs* magazine.

Fernando Hilarion says this is all "nonsense. I don't pay much attention to it," said Hilarion, who came here from Colombia 30 years ago. "I'm not going to die over something . . . like that. Who cares where I came from? I think it's more important who you are," said Hilarion, who owns Two Guys Food Market with his wife, Alba.

Ask someone to explain the difference between Latino and Hispanic and the answers often vary widely. Political scientist and Latin American expert Ernesto Sagas has researched the subject and teaches it as part of his "Latinos in the United States" course at Southern New Hampshire University. Hispanic was introduced as a new category in the 1980 federal census to identify Latinos who trace their origins to countries that speak Spanish, said Sagas, an assistant professor of political science.

But Latinos come from countries with a racial system that doesn't fit the American model, he said. "You have people from all races, all colors and shapes, from 20-plus nations in Latin America," Sagas said.

Continued on Page 8

como parte de su curso "Latinos en los Estados Unidos" en la sureña Universidad de Nueva Hampshire. *Hispanos* se introdujo como una nueva categoría en el censo federal de 1980 para identificar Latinos que trazan sus orígenes a los países que hablan Español, dijo Sagas, un profesor asistente de ciencias políticas.

Sin embargo, los Latinos vienen de países con un sistema racial que no encaja en el modelo Americano, dijo él. "Ustedes tienen gente de todas las razas, todos los colores y formas, de más de 20 naciones en América Latina", dijo Sagas.

El término *Hispano* en América Latina se refiere a blancos, la clase alta de los miembros de la élite, familias terratenientes que trazan su linaje a los conquistadores, Sagas dijo. Muchos Latinos resienten la etiqueta porque es "demasiado de España y no lo suficiente de América Latina", él explicó. "Muchos de los Latinos no pueden o no quieren comprobar la filiación de sus antepasados a España. Ellos sí pueden rastrear su filiación a los nativos Americanos o los Africanos o a muchas otras partes del mundo", continuó Sagas. Latino es más bien una "creación popular" que rechaza el sello de la colonización Española por una que no sólo incluye los Latinos de todas las razas y nacionalidades, sino que también es de género específico. "Así que usted tiene Latina y Latino. Usted no tiene eso con *Hispanic*," dijo Sagas.

El más "radical" uso de la palabra hoy es **Latin@** - que está a favor de cualquiera Latina o Latino.

"No hay reglas para esto," dijo Sagas.

Cambios en el censo del 2000 permitió a las personas indicar si eran "Españoles / Hispanos / Latinos," y así entonces identificar su nacionalidad y raza. "La Oficina del Censo estaba más inclinado a definir las personas en la forma en que se definen a sí mismos en lugar de imponer una etiqueta," dijo Sagas.

Sagas - quien nació en Nueva York de Cubanos exiliados, vivió en Puerto Rico cuando niño, y regresó a los Estados Unidos cuando tenía 22 - dijo que le parece difícil identificarse con un país de origen. Pero él se considera cada vez más a sí mismo como *Latino*. "Antes de venir a los Estados Unidos, nunca pensé en mí mismo como *Latino*. En América Latina, usted es Peruano o Ecuatoriano o Boliviano.

Traducida al Español por Salma Ballesteros, CRSS

The term hispano in Latin America refers to white, upper-class members of the elite, land-owning families who trace their lineage to the conquistadors, Sagas said. Many Latinos resented the label because it is "too much from Spain and not enough from Latin America," he explained "A lot of Latinos cannot or do not want to trace their ancestry to Spain. They could trace it to native Americans or to Africans or to many other parts of the world," Sagas continued. Latino is more of a "grassroots creation" that rejects the stamp of Spanish colonization for one that not only includes Latinos of all races and nationalities, but also is gender specific. "So you have Latina and Latino. You don't have that with Hispanic," Sagas said.

The most "radical" use of the word today is **Latin@** — which stands for either Latina or Latino. "There are no rules for this," Sagas said.

Changes in the 2000 census allowed people to indicate if they are "Spanish/Hispanic/Latino," then identify their nationality and race. "The Census Bureau was more inclined to define people the way they defined themselves rather than impose a label," Sagas said.

Sagas — who was born in New York to Cuban exiles, lived in Puerto Rico as a child, and returned to the United States when he was 22 — said he finds it hard to identify with one country of origin. But he increasingly considers himself Latino. "Before I came to the United States, I never thought of myself as Latino. Back in Latin America, you are Peruvian or Ecuadorian or Bolivian."

This article was brought to our attention by Salma Ballesteros, CRSS who agreed to translate the article for us. Thanks, Salma.

¿Es Latino o Hispano? Prof. Ernesto Sagas comparte sus pensamientos

Martes, 28 de febrero de 2006
SNHU Oficina de Comunicaciones

¿Es Latino o Hispano?
Por Kathryn MARCHOCKI Líder del Personal de la Unión.

MANCHESTER – Nativa Cubana Anna Tomeu López, tiene primos que son de ojos azules y rubios. Por lo tanto, le molestó cuando los formularios del censo y otros documentos oficiales le dio una opción para describirse a sí misma: *Hispana*. "Lo que realmente le irritó es que dicen que ellos consideran *Hispanos* como una raza y no es así," López, de 46, dijo. "Hay muchos Hispanos que son de color blanco, al igual que yo soy blanca", dijo López, miembro de la Nueva Hampshire de los Derechos de los Inmigrantes y Fuerza Operante de Latinos Unidos de Nueva Hampshire. "*Quisiera más bien ser llamada Latina*", añadió.

Lo mismo puede decir Taina Cruzado C., de 31, quien se crió en Hartford, Conn, y es de ascendencia Puertorriqueña.

"*Me siento más Latina. Latino para mí es lo que siento acerca de mi origen étnico*", ella dijo.

"Hispano no es un nombre con el que nosotros crecimos. Latino es. Hispano es un nombre dado a nosotros por el gobierno de los Estados Unidos como una manera de identificarnos como personas que hablan Español", dijo Cruzado, editor en jefe de la revista *NosotrosUs*.

Fernando Hilarión dice todo esto es "**una tontería**". "**Yo no presto mucha atención a ella**", dijo Hilarión, que vino aquí de Colombia hace 30 años. "No voy a morir por algo...así. ¿A quién le interesa de donde vengo? **Creo que es más importante quien tú eres**," dice Hilarión, dueño de "Dos Tipos Mercado de Alimentos" con su esposa, Alba.

Pídale a alguien que explique la diferencia entre los Latinos e Hispanos y las respuestas suelen variar ampliamente. Político Científico Latino Americano y experto **Ernesto Sagas**, ha investigado el tema y lo enseña

Continued on Page 9

4th Recovery Support Specialist Certification Ceremony



Dan Steffy and Julie Bishop

Certification of	
2005	35
2006	33
2007	29
2008	19
Total CRSS's	
116	
Total RSS's	
215*	

* As of September 17, 2008



Front Row from Left to Right : Maria Uchtyl, Nina Koch, Monica Castillo, Christa St. Peter, Laurie Wisnia- Patremio, Kathryn Wyman, and Belinda Boring

Back Row from Left to Right: Martha Evans, Stefanie Chapp, Michelle Keller, Dave Bennette, Laura Olin, Cynthia Connor, Cynthia Aspengren, Sheri Ruiz, and Fernando Duran

Not Present: Shawnette Martinez, Tom Summers