



Magnolia Times

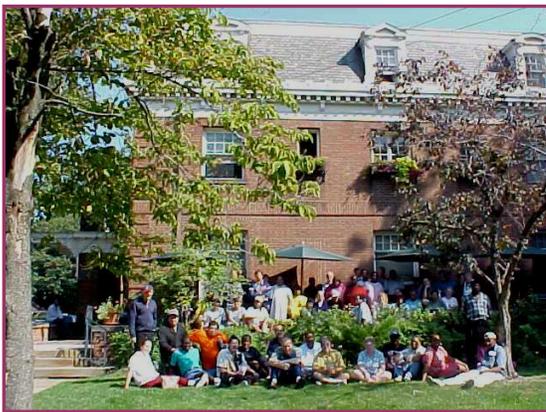
A Quarterly Newsletter from Magnolia Clubhouse

A Division of Bridgeway, Inc.
A Network of Mental Health and Recovery Services.

Winter 2003

Happy Holidays and Peace

Helping Move Lives Forward Reintegration Awards



By Claudia Kowalski

The Clubhouse was very excited to get the news. We had won 1st place in the "Advocacy" category of the annual Eli Lilly pharmaceutical awards. The prize was \$5,000 and a trip for two to Atlanta on November 14, to pick up the trophy and check. Lori and I were chosen because we wrote the application, and because we had testified in front of the Ohio State Senate in May.

When Lori heard the news she immediately called me. Both of us were so excited. When we got to

Atlanta on November 13th we were greeted at the airport, and from the start, the red carpet was rolled out. Our hotel was luxurious and actually a little overwhelming. I really was pleased and very welcomed by the huge bouquet of fresh flowers in the lobby.

That evening we had a reception in the hotel. It was nice to see old faces and meet some new people. I got to know one very interesting fellow from a program in Asbury Park, New Jersey. His program had won 2nd place in the artistic achievement category. The next day we were taken out in buses to a restaurant for lunch, and we also got a wonderful tour of the city. Both coming and going- we saw everything from jazz clubs to MLK's birth house, as well as a millionaire neighborhood.

In the evening, Lori and I got ready for the big event and were taken by bus through Atlanta at night to the Biltmore Ballroom. We had cocktails and got to meet other award winners. I especially liked speaking to an artist/printmaker who won 1st place in artistic achievement for his bio-documentary. Honorary awards were given to Lizzie Simon, who wrote a book that is being made into a movie by HBO about her experience with bipolar disorder as well as Patrick J. Kennedy, and Rosalyn Carter. The first category for awards was ours, "Advocacy". We went up, got our pictures taken and received our awards. All those bright lights were kind of disconcerting and I went blank, but managed to mumble some sort of thank you when it was my turn to speak. The experience was unique. I was so happy we won the prize but it was especially excellent to be awarded first in Advocacy! I can only hope we keep doing the kind of quality advocacy that led to this award.

Clubhouse Happenings

I have returned!

By Vesta Rae

I am a "new" clubhouse member. I say "new" because I was a member in the late nineties - 1997 to 1999. I don't remember why I stopped coming although it was probably a relapse in my illness. Immediately after I stopped coming, everyone, - the Clubhouse, my doctor, my nurse-social worker and my parents, began to push me to return. They all kept telling me that I needed to socialize and to develop a support system. It was a constant nag, nag, nag.

I became well enough to return to the Clubhouse in October of 2003. That got me to sing in my church choir, too.

There are many changes since late 1999. T.E.'s have multiplied and are a major focus



of the Clubhouse. There is more work to do in the Clubhouse, and many more people coming daily. When I left, the cafe had just started and was located in the basement. We now have a cafe on the first floor, and a thrift store, The Magnolia Mart, next door.

I have been welcomed back warmly and see many "old"

friends now becoming "new" friends. There is an excitement and energy existing here now. This new energy and spirit has been communicated to me. I come every day that I don't have an appointment. I'm kept busy, feel useful and have an increased sense that I am valued. My self-esteem is higher.

Thank you, Magnolia Clubhouse, for being here for me. I think there is nowhere to go but up as long as I keep coming.

How I Got My Job

By Pat Acey

After having had several TEPs at the Clubhouse, I thought it was time to get my own job. So I went to BVR and the Employment Alliance, seeking a job. I was depressed! At BVR I worked in the Clerical unit to improve my typing speed. I took a lot of tests, and hung out with Ross a fellow member of Clubhouse who was also doing some stuff at BVR. At Employment Alliance I took some tests and attended JSST classes. They kept track of attendance and tardiness and how well directions were followed, hygiene,

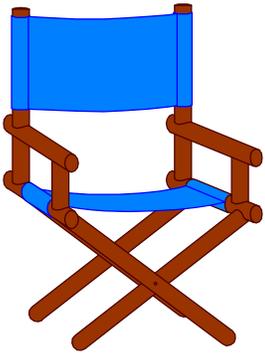


attitude, etc. My job coach was helping me look for jobs in the newspapers, on the net, and on a job list that they receive weekly from employers. My job coach suggested Home Health Aide. I wasn't sure if I could do it or not. Then I thought, if it's housework, sure I could do it. She sent me to Home Helpers.

I used skills learned in class and at the Clubhouse to land the job. Little things like: being neat and clean, hair combed, speak-up, be polite and listen. I love my job, and the people I work for. This is something new for me; I'm glad I decided to give it a try.

Clubhouse Happenings

Director's Corner



Lori D'Angelo, Ph.D

Magnolia Clubhouse continues to be a thriving community of growth. Over the last year, we have continued to develop our advisory board, which in turn has continued to promote the development of the

Clubhouse. Welcome to Cleve Gilmore, Ph.D., the Dean of the Mandel School of Social Sciences of Case Western Reserve University. Thank you to the community members of our board, President Cynthia Griggins, Ph.D., Tina Katz, Ph.D., Jane Kessler, Ph.D., Harvey Snider, J.D., Mark Warren, M.D. the Medical Director of Laurelwood Hospital, and thank you to our members Claudia Kowalski, Dan Freeborn, Al Keller, Alvin May, George McPherson, Demetria Reynolds, Kathy Steidel, Vesta Rae and Bill West. Thank you to Bridgeway's Board President, Thomas Massey, and all of Bridgeway's Board, staff and most of all Ralph for your work and support of the Clubhouse and our Advisory Board. The time and dedication of all of you is vital to our existence.

We completed the first phase of our renovations, which included exterior work and new heating and cooling systems. We have newly painted walls and a new dining room ceiling thanks to the exceptional efforts of Bridgeway's property maintenance crew.

We continued with our development efforts and obtained funding from the Wolpert and Abington Foundations to assist with our program costs and offset a deficit.

Advocacy was a major focus over the last year. We are working with various public officials, rallied for passage of an increased health and human service levy, and at sustaining the state budget for mental health.

Claudia and I gave testimony to the Senate Finance Committee, which was a first for both of us!

Members continue to make steady progress in employment, and we have sustained rates of 43%. We continue to advocate and plan at the local and state level for improving employment opportunities for people with mental illness. We also have members pursuing educational goals, and a newer focus has been our work developing and promoting the artistic skills of members. Our resident artists have submitted work to various competitions, and have had work touring Ohio, and on television.

Each unit continues to develop and we have a wonderful team with exceptional staff and members. Magnolia Clubhouse is a wonderful community and continues to reach out to the broader community.

We are now working with the other Self Help and Peer Empowerment organizations in the county and are developing a stronger connection with the consumer group, Ohio Advocates for Mental Health.

We enjoy our work with area college students and make presentations at the local universities and various groups and conferences across the state, including the NAMI Ohio conference this year.

We continue to work with the International Center for Clubhouse Development, on the faculty for certification and on the Clubhouse Program of Research. The model continues to expand with new Clubhouses developing in Eastern Europe, Asia and soon Italy- la dolce vita!

As always, I am privileged and grateful to be a part of this wonderful community.

Clubhouse Happenings

House News

BUSINESS UNIT

These past few months have been incredibly busy with a flurry of activity around CARF certification, enrolling new members and working towards becoming more aware of our financial and administrative workings. Members and staff are becoming more familiar with computer programs like ACCESS and Quick Books so that we have a better understanding of how to record and research our financial statistics. Of course, our major function of welcoming and orienting new members goes on. From October through late December we have enrolled 14 new members. The waiting period for new people has become shorter – about a two-month wait.

The Magnolia Mart, continues to do very well. We have been receiving donations of clothes and small decorative and kitchen items on an on-going basis. Members have an opportunity to buy needed items at very reasonable prices, while helping earn cash for the Clubhouse. We have had some wonderful donations from friends of the Clubhouse and are ready, willing and able to accept good used clothing and small household items. We will be expanding the Thrift Store with the help of the Junior League, so send us items you think people could use, we are also targeting blankets to help the homeless people who have a mental illness with a joint project with “From Thy Bounty”.

CLERICAL UNIT

We have been busy on the Clerical unit doing all kinds of work with our Clubhouse Advisory Board, soon to be Magnolia Clubhouse Board, getting ready for the Free Standing Magnolia Clubhouse. We welcomed Vesta back to our unit. We have also done a lot, getting ready for our CARF visit that took place this month. And of course we published the Magnolia Times! Last issue was the first to make it to our web site, which will be an ongoing practice.

HOSPITALITY UNIT

Winter arrived and with it came the uses of more soups, chili and other hearty foods. This winter we have worked to organize the upstairs kitchen and basement food storage areas. The Washer and Dryer came over from next door and that makes keeping towels and mop heads clean, easier. We are wintering many of our flower box flowers under the lights in the basement. It is really nice to see the blooming flowers while we are washing towels. The food bank had a special lunch honoring all of its customers. Several members went with Jim to this event. We had a great time and got to see all the other organizations that also get things from the Food Bank. Winter is here and our freezers are stocked with chicken, turkey & venison as well as macaroni and cheese. Looks like there is a good pie and dessert source at the Food Bank as we have been getting many delicious desserts! Our work with making compost is going well. We can't wait till we can get into the garden and get ready for planting, a few months from now!

Our Community

Employment News



Zagara's Market Place

By Gwen Williams

Zagara's Market Place on Lee Road in Cleveland Heights is a great partner with Magnolia Clubhouse for employment. John Zagara and his management team continue to offer job opportunities to members of

Magnolia Clubhouse, thru TEP and independent employment. Currently, Susan Clemmons and Michael Clark, fill the custodial TEP's there: cleaning four bathrooms, two break rooms and keeping the parking lot free of litter. They each work 8 hours per week, do a great job and are valued employees. Three other members have transitioned into permanent jobs with Zagara's. One member has been a bagger for five years while two others started permanent work this year. Upon completing his TEP, Greg Leverette asked his supervisor, Carl DiVita, if he could use a custodian on days that are not covered by the TEP's. He was hired on the spot. John Vovk is working full time doing curb service. He had worked at Zagara's

" I want to thank the Clubhouse from the bottom of my heart for giving me a chance to work. I like my independent job. I feel that if I need help I can always count on the Magnolia Clubhouse." John Vovk

Two years ago as a bagger and, with support from the Clubhouse, applied for the new job and was hired. We thank Zagara's for the continued employment opportunities for Magnolia Clubhouse members and look forward to hearing, "a job well done" many more times in upcoming years.

Mental Health Board T.E.P.

By Jui-Wei N. Huang

I have had the great opportunity to work at the Cuyahoga County Community Mental Health Board Transitional Employment Placement. This T.E. is a clerical position; I have the chance to be an Administrative Assistant. I have enjoyed the support of the staff at the Board, and Shari and Fanche have served well as placement managers.

I have been informed that this job will look great on my resume for future employment. I aspire to find independent employment after completing this placement. Special thanks to Bill West who did a great job on this TE, and also helped train me. Bill is looking for another developing clerical TE and then on to Independent Employment. And thank you again to the County Mental Health Board for their ongoing support of employment for people with a mental illness.



Our Community

Employment News



Starbucks, Our Newest TEP!

By Paula Feher, Dan Freeborn and Vesta Rae

Welcome to our newest TEP employer, **Starbucks**, located at Cedar and Fairmount in Cleveland Heights. When recently approached by the Clubhouse, Rachel, the manager at Starbucks, responded eagerly and set up a position within a month. Our first clubhouse employee, Dan Freeborn, began training December 1 and is now working 4 days a week for a total of twenty hours each week. He greets customers, sets up the condiment station, buses tables, washes dishes and keeps the bathroom clean. This is Dan's second TEP employment experience. Dan also worked at Six Flags. He is especially pleased that he is working while attending college, Notre Dame. The clubhouse is excited to begin this Transitional Employment Position and looks forward to a continuing relationship at Starbucks. We thank Starbucks for their quick action and support and we are happy to report the arrangement is working out extremely well for all.

New TEP with Bridgeway

By Kathy Steidel and Paula Feher

Magnolia Clubhouse now has a new Clerical TEP. It is with Bridgeway ACT II and operates out of the Bridgeway Southpoint ACT II Offices. The Transitional Employment Placement started in November as Kathy Steidel, our first member, started her placement. The placement is 12 hours a week. Kathy is regaining her skills while organizing closed client files, answering phones and entering data into a computer system. We really appreciate Bridgeway's efforts to provide new vocational opportunities for Magnolia Clubhouse members and other people who have a mental illness. Bridgeway has hired more consumers than any other agency we know of, and we thank you!!

CURRENT TRANSITIONAL EMPLOYMENT PLACEMENTS

COMPANY	POSITION	MEMBER
American Copier Solutions	Custodial and Shipping	Alan Keller
Jennings Place	Dining Room Server	Walter Saunders
Sight Center of Cleveland	Kitchen Assistant	Lou Vincent, Dan Levy
Botanical Garden of Cleveland	Custodial and Gardening	Seasonal (1)
Zagara's Food Center	Custodial	Susan Clemmons, Michael Clark
Community Mental Health Board	Clerical	Wei Huang
Six Flags - Worlds of Adventure	Park Hosts	Seasonal (6+)
Starbucks	Food Service	Dan Freeborn
Bridgeway/Act II	File Clerk/Data Entry	Kathy Steidel

Our World

Advocacy

ICCD 12th International Conference

By Claudia Kowalski, Willie Johnston, Gwen Williams and Allan Keller



In mid October Gwen, Willie, Lori, Al, and Claudia, went to the ICCD Conference. It was held in Minneapolis, Minnesota this year but every 2 years a different location is chosen. In 2 years it will be held in Finland.

It was great to meet other members and staff from around the world so interested in the Clubhouse model. Every day we had 2 plenary sessions and several workshops. Claudia went to several she liked but says she really enjoyed the question periods where people not only posed a problem but also shared a solution or opinion.

Workshops covered topics as varied as 'paperwork: burden or opportunity', discussions of clubhouse basics, and the exploration of cutting-edge ideas. Each of us chose the workshops that interested us and we felt would most benefit our clubhouse. According to Gwen, workshops that were of particular interest included those on employment, fundraising, fiscal concerns, education, attracting young adults, and keeping the clubhouse active and invigorated. Gwen said, "Perhaps one of the most instructive moments was during a plenary session when the speaker referred to Clubhouse as a human rights movement. A light went on for me, as his statement helped to focus my long-held

ideas and feelings about the Clubhouse model as a human rights movement for people with mental illness."

"Perhaps one of the most instructive moments was during a plenary session when the speaker referred to Clubhouse as a human rights movement..."

Willie went to workshops such as the Co-evolution of the Clubhouse and Medical Communities, Fiscal Operations, T.E. Strategies and Integrating the Internet in Clubhouse. Allan said that TEP workshops were really interesting, two quotes stood out: "If a member does not complete a TE, it should be looked at as an experience not a failure." and "Volunteer work is often a good starting point for members interested in TEP." We all participated in the Clubhouse Standards Review. Willie celebrated the fact that, Lynda Stewart, Member of Vail Place, said that mental illness is not a personality flaw, and that through clubhouse we are making a difference in how the public views mental illness. He recounted how Joel Corcoran from ICCD said that we are changing the world through our clubhouses; people do recover, and we have to keep expectations high and plan to make things happen.

Robby Vorspan, a member with the ICCD, who says if we are going to push the world to change its image of mental illness, we must push ourselves to change, also impressed Willie. He reported Robby saying we need to push relationships to combat the danger of having specialists in the Clubhouse. She emphasized that strong colleague relationships need to be maintained above all else. In the plenary session on recent research, Willie said it was interesting to hear from Chan Chetwyn

from Hong Kong, that clubhouse is proven to help members be less withdrawn, develop more social skills, and become more willing to participate in more activities. He also reported that Geoffrey Waghorn from Queensland, Australia said that recovery happens when people get jobs, and stated from his findings, that confidence and self-efficacy were indicators of a member's possible success at work.

Willie also reported Colleen McKay from the Clubhouse Program of Research said the research shows TEP's offer more success in working, than other vocational programs in that members keep the jobs longer and have a higher rate of pay. Willie finds all this information was very affirming of the clubhouse model and energizing for the future work to be done.

Claudia and Lori co-chaired and presented a workshop. Claudia says it was very exciting to speak and present on "Strategic Planning: A road map to Growth". There were 3 Clubhouse staff and 1 other member on the panel from different Clubhouses. "We got a lot of questions and positive feedback from the audience." Claudia also said, "I had a lot of fun socializing with all the people I met." One night in particular we went to dinner with people from Scotia Clubhouse in Scotland. Willie is from Scotland so he actually initiated the invitation to all Clubhouses from Scotland. It was great to share Clubhouse and personal experiences, and to make merry together. The thing Claudia enjoyed most was meeting people and learning to communicate in different ways.

For weeks before the Conference each Clubhouse goes over proposed changes to the 36 International Standards. There were 2 sessions to discuss the proposed changes and determine what the Clubhouse community thinks is the best language for and content for the standards. All opinions were welcomed. It

was great to hear the intelligent well presented ideas. After hearing all the opinions about a specific standard the people invited were asked to agree or disagree. The panel present then recorded the information. Consensus will determine any changes, and the process is thorough, time consuming and thoughtful and very integral to the Clubhouse model and philosophy.

The last night there was a dance with a good crowd. We all danced the whole night and had a ball. The highlight of the evening was when the lead singer announced that 2 members from different Clubhouses in different countries met a few days before, and had just gotten married. What a way to celebrate harmonious worldwide relations!

Ohio Advocates for Mental Health—We're off to Columbus!

By Willie Johnston

Magnolia Clubhouse is part of the Ohio Advocates Affiliated Self-Help Network (OAASHN). We meet with other consumer driven organizations in the state of Ohio, and have started to organize the collecting of data on peer support consumer activities. We are contacting all the mental health consumer organizations in Region 2, (which includes Cuyahoga and other north-eastern counties), to build a stronger advocacy and support network for people dealing with mental illness. The first meeting was held at Magnolia Clubhouse and the next meeting is scheduled for January 6th, 2004. The OAASHN serves as a statewide coalition of Mental Health Consumer initiatives dedicated to networking, resource sharing, education, technical assistance and mutual support. The "Network" advocates for, and promotes growth and development of Consumer organizations in Ohio.

Looking Ahead

- ✚ *Winter thru Spring* ***Bridgeway Inc., and Magnolia Clubhouse work on the Clubhouse becoming Free Standing***

- ✚ *January thru March* ***Expansion of the Magnolia Mart Thrift Store with the help of the “Junior League”, need some items to attract college buyers as well***

- ✚ *January thru March* ***Working with “From Thy Bounty” to help the homeless who have a mental illness***

Special thanks to:

Eugene & Ruth Combs, Sr.	Eli Lilly Company
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Karen Borden	St. Lukes Foundation
Mark Schwartz & Tina Katz	Mrs. Anna Biebel
Bristol Myers Squibb	United Way
Thompson Family Foundation	Thomas Massey
Carole & Richard D'Angelo	Helen & Barbara Bankston
Kathy Fisk, University Hospital	Deborah White
Cynthia Griggins	Jeff Muencz, CPA
Mr. & Mrs. Van Kleff	Jan Waterman, Renaissance Hotel
	Cleveland Sight Center

OUR WISH LIST

- ❖ Blankets
- ❖ Floor Sander Rental
- ❖ Wood Stain & Polyurethane
- ❖ Chandeliers-Antique
- ❖ Tools, household & garden
- ❖ Commercial Kitchen Tools
- ❖ Shop type Vacuums
- ❖ Shelving for Thrift Store
- ❖ Aprons and Oven Mitts
- ❖ Glass Drinking Glasses
- ❖ 25 Cubic Foot Refrigerator
- ❖ Framed Pictures we can Reuse
- ❖ Matting Materials
- ❖ Paint and Art Supplies
- ❖ Winter Clothing
- ❖ Larger Sized Clothing
- ❖ Furniture Items for Thrift Store, smaller
- ❖ Pentium 11 or Faster Computers
- ❖ Vintage Clothing for Thrift Store
- ❖ Small Working Appliances
- ❖ Picture Frames