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A newsletter for and about  
AltaPointe Health Systems employees

## AltaPointe remains fiscally sound in midst of recession

People everywhere are talking about today's troubled economy. For companies like AltaPointe that depend on the state and federal governments for revenue, there are more questions than answers. Will the State cut its budget? Will the Obama stimulus package affect State funding? How would employees be affected if AltaPointe had to cut its budget?

It is important for you to know that your AltaPointe administration is on top of budget issues. We understand the magnitude of the effects that budget cuts could bring to our community and to our employees. We do not know what the future holds; however, there are two factors that give us reason to hope for the best.

First, ever since the State of Alabama settled the Wyatt lawsuit, the courts have watched mental health centers closely to make sure services are not cut that would result in the return to institutionalization. Budget reductions almost always include cuts in essential services. We believe the State will not allow this to happen.

Then, by nature, mental health centers do not diversify their approaches to revenue generation. If the State drastically reduced Medicaid funding for mental health services, most MHCs survival would be threatened. However, AltaPointe represents many insurance companies, both public and private. Because we have diversified our payor sources, AltaPointe would be able to survive if any one or two of these companies got into financial trouble.

While we wait for definitive solutions to these tremendous economic threats, now is the time for all of us at AltaPointe to work even harder to be more efficient and financially accountable. We believe this combination can reduce the negative effects of any cuts that may happen. We will come through this tough economic time intact, and we will do it together.

### Five-Star Customer Service Committee plans training for spring

AltaPointe launched the "Five-Star Customer Service" program in the fall of 2008. This spring, after months of research, planning and hard work by the Five Star Customer Service Committee, AHS will begin in-depth customer service training for all staff members.

"We asked staff members to learn and abide by Five-Star standards when we launched the program," said Carol Mann, Five-Star Committee Chair. "Now, with this training, we are moving into the next phase — giving our staff the tools to provide exemplary customer service."

AltaPointe has contracted with Mary White of Mobile Technical Institute to teach ten classes of 30 staff members each. White will train several AHS staff members to become customer service trainers. These AHS trainers will teach the remaining staff members once the first ten classes are complete.

Supervisors will schedule staff members to attend the first round of training based on job position and work schedule. Staff should expect to be scheduled for classes by March 31.

## Attitude survey results arrive



Becki Haines, AltaPointe's Director of Human Resources, reports that she has received results from the Employee Attitude Survey distributed in 2008. The good news is that AltaPointe achieved a score in line with other healthcare providers and non-healthcare corporations of similar size, she said.

"Tuerk and the leadership team are reviewing the results now," Haines said. "After they complete their review, an action plan will be created to improve the lowest ranked areas on the survey. Staff should be watching for improvements as a result of this."

"Thanks to all the staff that took their time to tell us what they thought and how we could continue to improve."

#### In the next AltaNews:

- Children's Outpatient Services moves in to remodeled offices
- AHS Job Fair draws 120-plus applicants
- Office Professionals model new scrubs
- Scale Back Alabama results

# AOP at Gordon Smith

## Daily 'routine' not always routine at AOP

Every weekday morning Beth Blair LPC, CRC, walks expectantly across the lobby of AltaPointe's Adult Outpatient (AOP) Office at 2400 Gordon Smith (GS) Drive. She will answer at least one cell phone call or will be stopped by a staff member even before she arrives in her office. As the AOP-GS coordinator, Blair says the more than 60 staff members stick to a very busy, daily routine, yet any day can take a turn toward the unexpected.

"There was the time the bank robbers ran through the building to escape from the police," Blair related. "And recently, a man intentionally cut himself while standing on our building's lawn. I held his bleeding arm while staff ran to get a nurse and call an ambulance. That definitely was not the usual event."

Serious incidents occur, and there is at least one "crisis walk-in" a day, but a typical schedule begins for psychopharm at 7:30 a.m., day treatment at 7:45 a.m., and clinic at 8 a.m. and runs until 4:30 p.m. each weekday.

### The consumers we serve

Some consumers come to AOP-GS to see a physician or nurse for symptom management. Others come to receive therapy that complements their medications. Still others may experience depression and see their symptoms stop after only one year of treatment.

Consumers diagnosed with chronic mental illnesses — schizophrenia, other psychotic disorders, major mood or severe anxiety disorders (PTSD) — may attend day treatment from 8 a.m. to noon each day.

"Day treatment exposes them to psycho-educational and social structures that help reduce their symptoms," Blair said. "Some consumers with chronic conditions may require treatment for the rest of their lives."

### The services consumers receive

Consumers come to "clinic" for their regular appointments to receive psychiatric, nursing and therapy services. AOP uses a clinic



The AltaPointe Adult Outpatient-Gordon Smith leadership team includes, standing from left, Tameka Jackson and Michelle Dees; and seated from left, Rachel Campbell and Beth Blair.

model, which means 20 appointments are scheduled between 8 a.m. to Noon, and 20 appointments are scheduled between 1 p.m. to 4 p.m. Physicians, nurses and therapists see consumers on a first-come, first-served basis.

The Bridge and ACT team case managers and therapists devote much of their time in the field. ACT team members spend 95 percent of their time providing services to consumers in their homes or in the community. They also conduct dialectical (skills training) therapy groups, recovery groups and provide illness management at GS-AOP.

"We want to make sure nothing is keeping them from their treatment," Michelle Dees, assistant coordinator, said. "Ultimately, we want them in compliance and out of court or the hospital."

### The staff members who lead

Blair commended three supervisors who make sure consumers receive the best possible quality of care. Tameka Jackson, RN, nurse manager, who oversees the AOP clinic and nursing duties of all the adult outpatient clinics; Rachel Campbell, assistant coordinator, who oversees Dual Diagnosis, GS-AOP Day Treatment and Rehab Day programs; and Michelle Dees, assistant coordinator, who oversees the Bridge and ACT teams.

Other services provided through AOP include individual and group therapy, case management, PATH Team services, and Supported Employment services. An outlying program for sexual offenders operates out of the AOP-GS offices but the participating consumers are not part of the AOP core group. The program is self-pay, federally funded and the only one of its kind in the state.

Providing this vast array of services requires professional education, special skills, and dedication, Blair explained. "You can imagine the stress and burnout risks to our staff members," Blair said. "The AOP leaders are trying to find new and better ways to minimize burnout and take care of our staff so they can take care of the consumers."

# Program Progress

## Adult Residential Services

**The Safehaven homes recently went through HUD** recertification and had the best review yet. The auditor said Safehaven homes were “high performers.” Special thanks go to the staff of Safehaven homes; Rosita Moore, assistant coordinator and Alberta Abrams, residential assistant; and Bill Hamilton, ARS Coordinator, for helping prepare for the inspection.

**ARS leadership recognizes** the AltaPointe Maintenance Department for helping to make improvements in the areas of safety, facilities maintenance and improvements in the overall appearance of the group homes. The addition of Walter Smith III, assigned to ARS, has been a tremendous help.

**ARS has met its six-month goal** of no staff injuries, resulting in no lost time. The ARS Safety Awareness Committee put new initiatives into place over the past year that helped staff achieve this goal. Coordinated by Bill Hamilton, the safety team comprises managers, behavioral staff, nurses, maintenance, and human resources staff. Thanks to the team for making ARS a safe place for our employees to work and our consumers to live.

## Children’s Outpatient (COP) Services

**AltaPointe’s Child Outpatient Services (COP)** has added a third In-Home Services Team that focuses on serving youth ages 17-25. In-Home is a 12-week, home-based service designed to assist families of children with emotional and behavioral difficulties. In-Home focuses on prevention of out-of-home placement or facilitation of the return of youth back into the family following alternative out-of-home placement. Each team comprises one master’s-level and one bachelor’s-level mental health professional. The other two teams serve children up to the age of 17 years.

**AltaPointe has added a second** Adolescent Transitional Living (TLP) Home. This home is designed for consumers ages

17 to 22, who have been discharged from a state hospital. The home is co-ed and licensed for up to 10 consumers. It is a State Department of Mental Health pilot project and currently the only group home of its kind in Alabama. The goal is to assess the functioning level of each consumer upon arrival and help him or her achieve independence. “Our hope is for them to either live on their own, in supportive housing or return to family,” Michelle Brazeal, TLP coordinator, said. “It is important that they are able to manage their illnesses successfully.” The program staff members include a full-time LPN, a full-time therapist and a case manager.

## Adult Outpatient Services

**The US Probation Office conducted** an audit of AltaPointe’s Intensive Outpatient Substance Abuse services at West Mobile Adult Outpatient Services office. The team of Brandie Johnson and Davey Chastang raised the program’s rating from “satisfactory” to “excellent,” the first excellent rating since 2005, according to Cheryl Holmes, AOP-West Mobile coordinator for substance abuse and geriatrics.

**The following comments were included in the audit report:**

- “Organization of the case files is excellent.”
- “Brandie Johnson and Davey Chastang each maintain excellent communication with probation officers.”
- “Cheryl Holmes’ treatment service expertise truly benefits the clients.”
- “Billing continues to be submitted in a timely manner.”
- “In the future, any concerns will be addressed as the minor issues arise. AltaPointe has earned an “excellent” rating based upon the overall quality of treatment services and cooperation with the Probation Office.”

## Reminder to check out employee web portal

Employee pay statements are now accessible via the internet at [www.altapointe.employeeesk.com](http://www.altapointe.employeeesk.com). You may access this site at home, at work or at any facility kiosk.

The system will ask you for your username and password, which are your employee ID and the last four digits of your social security number plus the four-digit year of your birth.

Currently, employees may update personal information on this site under “My Profile,” view pay statements under “My Pay Stub,” and reset passwords and notification preferences for the employee portal under “My Account.”

Watch for employee announcements posted on the home page of the portal.

Call Human Resources at 662-7299 for assistance.

# People & Positions at the Pointe

**Human Resources reports the following new employees joined AltaPointe between October 15, 2008 and January 31, 2009.**

**Administration** — Performance Improvement Specialist (PT to FT), **Stephanie Morgan**; HR Specialist, **Lisa Nelson**; Employment Assistant, **Verenda Smith**; Account Data Professional, **Angie Gates**



Grace Moffett

**BayPointe** — Acute/Nurse Manager: **Grace Moffett**; Acute/RNs: **Michelle Mascola, Catherine Ngugi, Gloria Tadatada, and Ashley Estrada**; Acute/Behavioral Aides: **Adrian Bryant, Shafania Hill, Darika Matthews, Karen Taite, Ronald Moten and Lafilya Simmons**; Acute Care/Behavioral Specialist: **Michelle Gonzales**; Acute Care/Behavioral Specialist Day Treatment:

**Jessica Johnson**; Acute/Therapists: **Lizona Jefferson** and **Alefyah Husain**; Administrative: **Ashley Ashworth**, office professional

**Adult Outpatient Services** — Gordon Smith: **Caroline Hale**, Therapist Bridge Team; West Mobile: **Jodie Matthews**, Substance Abuse Counselor; **Ishia Smith**, Clerk; **Kyla Lamar**, Office Professional; **Beverly Crenshaw**, LPN Outpatient; Washington County: **Leona Cook**, Case Manager

**Adult Residential Services** — Assistant Nurse Manager/Zeigler: **Betty Goff**; Behavioral Aides: **Amy Thomas**, therapeutic/Lakefront; **Carl Cannon**, Burtonwood; **Wykeina Hollins** and **Antoine Kennedy**, Rosewood; **Lisa Jackson**, Three Notch; **Thomas Baker Sr.**, **Wanda Robinson**, **Herlette Safford**, **Sharoka Stadmire**, Zeigler; **Chrashone Dias**, therapeutic/Magnolia; LPNs: **Russia Hunter**, Lakefront; **Porche Browne**, Zeigler; RN: **Lisa Reed**, Magnolia

**Transitional Living** — House Manager/LPN: **Anitra Jarreau**

**BayView** — **Lorna J. Bland, MD**, is now the contract psychiatrist at BayView Professional Associates. She is an instructor at the University of South Alabama and teaches medical students on psycho-pharmacology, ECT, psychotherapeutic interventions, and substance abuse management. Additionally, she participates in research projects and serves on the USA Medical Education Committee. Dr. Bland received both her bachelor and medical degrees at USA. She lives in Brewton.

## Position changes

**Kathy McMaken, LCSW, PIP**, is now Assistant Director of Community Outreach, a new position in the Public Relations department. Kathy has been with AltaPointe since June 2005, when she was hired as the coordinator of Children's Outpatient Services. In March 2007, Kathy was promoted to assistant director of learning to implement the Halogen eAppraisal system and train employees on the electronic process.

## Promotions

**Ingrid Hartman, MS**, is now Coordinator of Children's Outpatient Services. She joined AltaPointe a year ago and most recently served as assistant coordinator of the Child & Adolescent Case Management program at LeMoyné. Some of Ingrid's duties include supervision of therapists and case managers. Ingrid has provided insight and leadership in the recently implemented Five-Star Customer Service Rewards & Recognition Subcommittee.



Congratulations to **Ed McGaughy** who is now a network technician in the IT department. Most people know Ed as that friendly voice of the IT Help Desk. Ed's experience and knowledge has earned him this promotion, which will allow him to focus more on the networking aspects of the IT systems. Ed will continue to support users in his expanded role with AltaPointe.





# Bravo! Bravo!

Congratulations to **Sandra Parker, MD**, for being named vice chair of the department of psychiatry at the University of South Alabama College of Medicine. As AltaPointe's medical director, Dr. Parker officially has overseen the department's textbook, lecture and clinical training for its residents since Jan. 1, 2008. AltaPointe's 15 psychiatrists and one psychiatric pharmacist have appointments as adjunct professors in the department of psychiatry.

**Ray Lorenz, PharmD**, is now a Board Certified Psychiatric Pharmacist. Dr. Lorenz is one of only 600 PharmD's in the country to have earned this designation. According to the BCP website, "psychiatric pharmacy addresses the pharmaceutical care of patients with psychiatric-related illnesses... and is often responsible for optimizing drug treatment and patient care by conducting such activities as monitoring patient response, patient assessment, recognizing drug-induced problems, and recommending appropriate treatment plans."

**Florin Ghelmez, MD**, ran in the First Light Marathon (26.2 miles) held in downtown Mobile on Jan. 11, placing 51st out of nearly 1,460 runners. His official time was 3 hours, 32 minutes and 21 seconds. First Light is a Boston Marathon Qualifier race. Way to go Dr. Ghelmez!

**Dorothy Zela Henderson** participated in the Goofy Race- and-a-Half Challenge at Walt Disney World January 10 and 11. She completed a 13.1-mile half marathon on Saturday, however, "some really bad blisters" eliminated her from competition at the 23.5 mile mark on Sunday during the 26.2-mile full marathon. "This just motivates me to try it again next year," she said. "You don't fail when you finish. You fail when you don't try." Henderson is a behavioral specialist at the West Mobile AOP office.

**Mary Lee Collins Bush, ALC**, provided CEU training Friday, Jan. 23, titled "Assessment of Sexual Offenders." Numerous clinicians attended as well as Federal probation officers. Carol Roberts from Community Corrections provided information on the rules and regulations that sexual offenders have to follow while on probation. "Mary Lee did a fabulous job," said Beth Blair, coordinator of AOP-Gordon Smith. Bush is an ACT Team therapist and works with the AOP Sexual Offender's program.

**Larry Ferguson, LCSW**, and Bridge Team therapist, won the Gordon Smith AOP "Making a Difference" Award for the month of December 2008. "He deserves this recognition because of his tireless dedication to the Bridge team consumers and his commitment to providing the highest quality of care to them," according to his written nomination.

Case manager, **Jacquice Stone**, recently earned certification in Child and Adolescent Case Management and Adult Case Management. Stone is a case manager based at the Community Counseling Center of South Mobile County in Bayou La Batre.



## FIVE STAR Customer Service SPOTLIGHT



Meghan Glenn

### Glenn 'always advocates' for consumers

Child Outpatient Services coordinator, Ingrid Hartman, recently received a phone call from a Mobile County School System teacher complimenting case manager **Meghan Glenn**.

"The resource teacher said that Meghan was terrific for her and the school staff to work with," Hartman recounted. "She emphasized that Meghan made herself available to consumers, various school staff, and obviously has the best interest of her consumers at heart. Anytime a busy person takes time to make a phone call just to compliment someone, you know they are sincere."

Besides being a hard worker and diligent case manager, Hartman said that Meghan is resourceful, easy to work with, encouraging, and always an advocate for her consumers.

## Zhu, Imobioh appreciate privileges of US citizenship

Many Americans take United States citizenship for granted. But for two AltaPointe employees, attaining citizenship was not a birthright but a journey. Mobilia Imobioh, money management supervisor, and Zhiwen Zhu, staff accountant, recently shared details about their experiences of becoming naturalized US citizens.

### Zhiwen appreciates freedom in US



Zhiwen Zhu moved from China to the US in 1991, with her husband so he could work toward a doctoral degree. The couple lived in Mississippi and Pennsylvania before moving to Mobile

where she earned an accounting degree from the University of South Alabama.

“It took us several years to make the decision to apply for citizenship,” she said. “It seemed so permanent.”

The decision may have been difficult, but the procedure was easy for them,

Zhiwen said. They applied online and, after meeting all the criteria, the couple traveled to Atlanta for their interviews and exams. Three years ago, on January 9, Zhiwen and her husband officially became US citizens.

Despite the separation from family, Zhiwen says her decision to become a US citizen was a good one. “We both love the US, and we’re glad we came,” she said. “We really appreciate the difference in the two countries — and the freedom.”

### Mobilia looking forward to voting



Mobilia Imobioh grew up in Nigeria, the largest country in Africa. Her mother won a Diversity Visa Lottery, a program that awards visas to people from countries with low rates of immigration

to the US. This visa allowed her mother, father, Mobilia and two of her sisters to leave Nigeria for America where they were

granted “permanent residence” cards or “green cards” shortly after their arrival.

Her name hints of a former relationship with Mobile. “My father moved here in 1980 to study English,” she explained. “When I was born and after he returned to Nigeria, he named me after this city that he loved so much.” Mobilia entered college after emigrating from Nigeria with her parents in 1999. In 2006, she earned her accounting degree from USA, the same college where her father earned his degree in English over two decades prior.

After five years of residency in the US, she applied for US citizenship. Unlike Zhiwen’s experience, after meeting the five-year criterion, Mobilia said she waited another four years to become a citizen because of delays in the U.S. Citizenship and Immigration Services office in Atlanta. Finally, in the fall of 2008, Mobilia became a US citizen.

She is looking forward to one of the most important privileges of citizenship. “I am a registered voter now,” Mobilia joyously declared. “Next election I will be voting.”

## APHS online address book is handy tool

Did you know there is a handy tool to help find any AHS employee’s location and phone number? If you go online at any AHS terminal and link to [www.altapointe.org/ab](http://www.altapointe.org/ab), you will find an address book rich in content. Its several search options include search by last name, first name, employee ID number, or location.

Employees may sign into their personal listings by clicking “Edit Address Book,”

located at the top left side of the page, and typing in their individual Social Security numbers. For address book assistance, you may click on the “Help Manual,” also at the top left side of the page.

In each location or program, an office professional has been designated as a “Power User.” Employees will be trained on the use of the address book. Power users have access to every individual’s file in that

program and can update phone numbers. Other changes must be made by IT or HR.



For more information or to make suggestions, about the AHS online address book, please contact Carol Mann at 662-7317 or Jan DeMouy at 450-5907.

# 'Scale Back Alabama' 2009

Scale Back Alabama attracted another large group of AltaPointe employees this year to compete for cash prizes while getting healthier. A 10-week statewide weight-loss competition and public education campaign Scale Back encourages adult weight loss and physical activity through the workplace.

One hundred sixty-four AltaPointe employees officially weighed in Jan. 10-15, forming four-person teams committed to lose weight. The immediate goal is for each individual team member to lose a pound per week for a total of 10 pounds during the contest. In addition, AltaPointe ultimately wants its employees to be healthier, more active and knowledgeable about how to maintain a healthy lifestyle and an ideal weight.

Females outnumber males among the AltaPointe participants. Of the 41 teams, only two are all-male. The team captain of "Admen," Toby Cummings, HR, issued a challenge to the other all-male team, saying his team "will eat them alive." Bill Hamilton,

ARS, captain of the "Big Boys Don't Cry" team, responded with "Bring it on, Admen!"

All challenges are in good humor and add fun to the competition. The prospect of winning a cash prize adds fun, too. AltaPointe will award a gift card valued at \$20 to each participant that succeeds in losing the 10-lb. goal by March 20. The top two teams whose members each meet the 10-lb. goal will be eligible to win a gift card valued at \$50 each. The teams that lose the greatest total percentage of body weight will win.

At the state level, if all four team members lose at least 10 pounds, the State will place the team's name in a drawing for one of three grand prizes (\$1,000 per team member, \$500 per team member or \$250 per team member). Individuals that lose at least 10 pounds, even if their team members do not, will be placed in a drawing for fifty \$100 cash prizes.

## HAM TOSS BRINGS HOLIDAY SPIRIT TO EMPLOYEES

AltaPointe's annual "Holiday Ham Toss" brought lots of Christmas cheer and warm feelings to employees Thursday, Dec. 18, 2008. Tuerk Schlesinger and his designated "elves" kicked off the years'-old tradition before dawn at BayPointe and arrived at their last destination around 3:30 p.m.

With Tuerk behind the wheel of the refrigerator truck, a caravan maneuvered its way from site to site surprising employees with hams and gift cards.

"Everyone looks forward to seeing that truck turn the corner," Patricia Sullivan, ARS coordinator, said. "It's nice to receive the gifts, but I think everyone most looks forward to the visit from Tuerk. And my family really enjoys the ham!"



Tuerk Schlesinger smiles as he presents a Christmas ham to Jamie Withers, left, and Lacy Taylor at the Adolescent Transitional Living home.



Phyllis Mason smiles at the early morning fun had by Tuerk and Marie Crandle at BayPointe.



Julie Bellcase, right, smiles as Claude Powe power lifts two hams at AOP-Gordon Smith.



Beth Blair, AOP Gordon Smith, coordinator, shares a happy moment with Jasmine Taylor.

Iwanna McCall, center, thanks Ingrid Hartman, left, and Becki Haines for being the bearers of the Christmas gift cards.



Administration staff members mug for the camera with "Santa Steve" after receiving their Christmas hams. They are from left, Sonya Sims, Cristina Rodgers, Sonja Butts, Joyce Cureton, Steve Dolan, Elena Stewart, and Connie Reynolds.



## Blast from the Past ends with this issue

Lucrecia McCall won last issue's Blast from the Past! contest and a Panera Bread gift card for correctly naming Mary Blasé, Carmen Balasco Jones, Ginger Newton, and Julie Bellcase in the mystery photo. AltaNews drew her name from among other employees that submitted correct answers. Congratulations, Lu!

Blast from the Past! was a fun way for employees to test their memories as part of our 50th Anniversary. "Blast" ends with this Spring 2009 issue of AltaNews. Thanks to those of you that have participated.

AltaNews will begin a new word game feature with its summer issue. The games will both stimulate your brainpower and generate competition among employees for submitting correct answers. Watch for details.

# Think about this...

## We are in charge of our attitudes

The longer I live, the more I realize the impact of attitude on life. Attitude to me is more important than facts. It is more important than the past, than education, than money, than circumstances, than failures, than success, than what other people think or say or do. It is more important than appearance, gift, or skill. It will make or break a company... a church... a home. The remarkable thing is we have a choice every day regarding the attitude we will embrace for that day. We cannot change our past...we cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the string we have, and that is our attitude. I am convinced that life is 10 percent what happens to me and 90 percent how I react to it. And, so it is with you... we are in charge of our attitudes.

— **Charles Swindoll**  
*Insight for Living*



A newsletter for and about  
AltaPointe Health Systems employees

## Looking back: the AltaPointe chronicles

- 2007** — Opened Adolescent Transitional Living home  
— Began providing behavioral and placement services for nursing home and assisted living residents in Mobile/Baldwin  
— Added a 16-bed medical group home for adults  
— Gov. Bob Riley appoints Tuerk Schlesinger, to Alabama's Statewide Health Coordinating Council of the State Health Planning Development Agency  
— Contracted with Cullman MHC to provide TeleHealth services  
— Launched Infoscriber prescription software system  
— Expanded psychiatric staff by adding five physicians  
— Opened new ABS Unit at BayPointe  
— Closed Continuing Learning Center Day Treatment program
- 2008** — AltaPointe received national recognition through the National Council of Mental Health Centers and Behavioral Healthcare Magazine  
— Dr. Sandra Parker, medical director, named vice-chair of the USA College of Medicine/ Department of Psychiatry  
— Began major renovation of the Children's Outpatient (COP) Services building at 501 N. Bishop Lane (formerly LeMoyné Center)  
— Annexed second office building on Old Shell Road for COP services  
— Opened second Adolescent Transitional Living home  
— Launched Five-Star Customer Service initiative October 2008  
— Launched new AltaPointe website and AltaNews employee newsletter Fall 2008  
— Installed "Halogen" performance evaluation system  
— Awarded certificate of need (CON) to operate a 64-bed inpatient facility in Baldwin County  
— Collaborated with Mobile County Metro Jail and Mobile County Commission to begin federally funded jail diversion program  
— Collaborated with Juvenile Judge Edmond Naman and Boys & Girls Clubs of Southwest Alabama to create Alabama Youth Service, LLC

• **Chief Executive Officer**, Tuerk Schlesinger  
• **Chief Operating Officer**, Julie Bellcase

• **Editor**, Carol Mann, Director of Public Relations  
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