

RISE UP

A newsletter created to enable and empower consumers to achieve a higher quality of life.

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November 2018

Community Resources

Genesee County

Catholic Charities

Need a little help at Christmas?

Let the North End Soup Kitchen help provide gifts for your children! (children 17 and under) Registration begins October 1st of each year. Bring the following with you: Your Michigan I.D., each child's birth certificate or DHS Verification Form or Social Security card. For more information call John Manse, Director of Community Services (810) 785-6911 or email jmanse@ccsgc.org

Christmas day–The North End Soup Kitchen

Our North End Soup Kitchen is open on Christmas so that no one has to go without a Christmas feast! All children receive a new toy and clothes and all adults receive new towels, socks, scarves, hats, and person hygiene kits.

Old Newsboys

Coats and Shoes for Children

The ONB issues referrals to every elementary school in Genesee County to provide new coats and shoes to children in need. Once identified by school counselors or staff, the child comes to the ONB office to receive a new coat, a certificate for shoes, or both. With each coat, children also receive hats, mittens and scarves. Due to limited quantities we can't serve every child who qualifies. To find out about getting a coat or pair of shoes for your child, please contact the parent liaison or counselor at your child's school. If you do not know who to contact at your child's school, call the Old Newsboys at 744-1840 and they will look it up for you.

Macomb County

Salvation Army Christmas Assistance

Parent or legal guardian of children ages 14 and under may apply for toy shop assistance. (Families will receive a holiday food box and a toy for each child aged 14 and under in December.) Seniors, aged 55 and over may apply for Christmas meal assistance. (Seniors will receive holiday meal assistance in December.)

You must reside in service area. Please call their location for required documentation to register. Each location requires different documentation.

The Salvation Army Warren Worship & Service Center

24140 Mound Rd., Warren, MI 48091 (South of 10 Mile Rd, East Side of Mound Rd.)
(586) 754-7400

Salvation Army Mt Clemens Citadel

55 Church, Mt Clemens, MI 48043
586-469-6712

Shiawassee County

Commodity Supplemental Food Program (CSFP)

CSFP food packages are distributed monthly to supplement the nutritional needs of low-income pregnant and breast feeding women, new mothers up to one year postpartum, infants, children up to their sixth birthday and those persons at least 60 years of age who meet income eligibility requirements. In addition to distributing food, the CACS program offers food preparation demonstrations, recipe suggestions, and nutritional information to assist program recipients to make healthy dietary choices. Call (517) 393-7077 or email info@cacs-inc.org to see if you qualify.

How to Teach Your Kids about Their Inner Critic

Kids need ease and fun when it comes to difficult tasks like challenging negative self-talk, says Dr. Hazel Harrison. She introduces “The Critical Critter” for exploring self-critical thoughts with your child.

By Hazel Harrison | mindful.org | September 24, 2018

Have you ever heard your child say something like: “I’m not good at this,” or “I’m so stupid,” or “It’s all my fault,” or even “I shouldn’t have even tried.” Perhaps some kids don’t say these things out loud, but maybe they refrain from doing certain activities or speaking up in school because they’ve already convinced themselves that they’re not good enough. Over time, these behaviors can grow into what we all have come to know as the inner critic.

For kids, however, I like to refer to the inner critic as “The Critical Critter” to take some of the weight off. Exploring self-critical thoughts can often feel like heavy, exhausting work, so using a playful approach can help children bring a certain amount of lightness to balance out the heavy work of noticing unhelpful habits and challenging them or approaching them differently.

The character of the inner critic as “Critter” helps children understand when they are being too hard on themselves and also the crucial lesson that thoughts are not facts. Just because we think we’re rubbish at something doesn’t make it true.

So how do you start a conversation with your children about the self-defeating, self-critical thoughts that we all have running on repeat in the back of our minds?

Here is how I help children (and parents) to understand the inner critic.

Introducing the Critical Critter

In a previous post, I talk about how the brain is like a house, with an upstairs and a downstairs. This idea comes in part from Dr. Dan Siegel and Tina Payne Bryson’s book *The Whole-Brain Child* and it’s a really simple way to help kids to think about what’s going on inside their head.

Having introduced the idea of the brain house, I tell children that we’re going to add in a rather scary, hairy, and un-fairy-like creature. You know your child, so make sure this makes sense to them. Some children may need lots of reassurance that this is just pretend—“there aren’t really characters living in our brain”—whilst others may relish the opportunity to run wild with imagination.

The Critical Critter in the Brain House

The Critical Critter lives in the upstairs brain house with the thinkers, problem solvers, planners, emotion regulators, creatives, flexible and empathic types in the neocortex. To begin with, we may not notice that the Critter has moved in. It may start out with a quiet voice, occasionally speaking up with critical self-talk. But, the more we listen to its words, the bigger it grows. The Critical Critter is fed on a diet of negative self-talk and unkind, unsupportive words from others. Each time we chew on harsh and unjustified criticism, it’s like giving the critter another burger to munch on. One day, we discover the Big C has unpacked all its luggage, and grown large enough to throw its weight around. The Big C has turned into a BIG BULLY, squashing any hopes of self-compassion or kindness from the upstairs “thinking” characters. And, not content with that, this dastardly doubter is also lurking downstairs in our feeling brain (the limbic system), telling Fearsome Fred that he’s right to panic and flip his lid because everything is going to go wrong. And when it does, insists the Critter, Fearless Fred will be to blame because he’s useless. We. Are. Useless.

Notice the Critical Critter in Action

Think of some examples to share with your child about what else the Critical Critter does. Choose examples that aren’t too stressful because if you make your kids feel too anxious they may end up feeding their Critter right then and there!

Here’s an example I might use:

- At age seven, our internal critic bursts into fits of self-incriminating giggles when we trip during a race.
- Aged 16, it hides under the exam desk and repeatedly whispers “You’re gonna fail at this!”
- When it’s time to leave school and think about a career, the Critter starts a chorus of “You’ll never do it;

you're not going to make it; you'll never amount to anything."

In short, the Critical Critter makes us default to feeling bad about ourselves, feeling ill-equipped, emotionally and mentally, to handle adversity or even to simply to try new things. Learning how to quiet the Critter can help children cultivate resilience and self-compassion.

5 Ways Kids Can Shrink the Critical Critter

If your child's Critter has grown bigger, scarier, and hairier recently, it's time to put it on a crash diet. Here's how you can help your child notice the Critter at work and put an end to its constant unhelpful chatter:

- 1. Ask your child to name their critter:** This may sound a bit silly, but it gives your child the space to separate the words and actions of the critter from their own and notice when the inner critic is at work. This gives them a better chance of taming harsh words (and catastrophizing thoughts) that eventually build into habits of rumination. It doesn't matter what they call the Critter, just as long as it makes sense to them.
- 2. Take the BFF test:** You might notice the Critter creeping around your child on tough days. They start being really hard on themselves — "It's all my fault we lost the game." When you spot this ask them: "Would you speak like this to your best friend?" If the answer is "no," it's time to squash that negative self-talk, encourage them to be their own BFF (Best Friends Forever). Ask them to think about what they would say to a friend in a similar position, and also HOW they would say it. Regularly practicing this exercise will help them to take responsibility for their actions whilst also building self-compassion.
- 3. Answer back:** You may spend a lot of time encouraging your child not to answer back, but when it comes to the Critter, they need to boss them back. When you notice the Critter sneakily chanting to them "This'll never work, you've always been useless at this," encourage them to answer back. Use these sentences and their Critter will be eating broccoli for a week!
 - "That's enough out of you, Critter—I'm doing my best."
 - "I can't hear you Critter, I'm too busy being amazing over here."
 - "Maybe it didn't work this time, Critter, but I'm giving it another go."
- 4. Call for Backup:** If your child is trying to master something new, maybe a difficult math concept or a new skateboard trick, these are often the times when the Critter will pop up. Critters tend to say things like "you're terrible at this," or "You may as well stop right now." Encourage them to prove the Critter wrong by seeking the advice and support of people who have done it before. If they surround themselves with people who say "You can do it," then it'll be harder for the Critter to keep yelling at them to give up. And soon, it will stop shouting "You can't," and sit quietly in a corner.
- 5. Create a positive moments practice:** Being under attack from the Critter is tough and, for some kids, can feel relentless. It can make kids question themselves and their abilities. To cope with this relentless criticism, it's important that kids find things about themselves that they like. Each day, help your child find time to notice the things—no matter how small they are—that went well because of them. Ask them what went well today and help them to find the positive moments in their day. Encouraging a regular gratitude practice is a great way to build resilience, self-compassion, and to keep the Critter quiet!

2017 Annual Report

A Letter from the Chief Executive Officer



Kathleen Taylor
Chief Executive Officer

"Have patience. All things are difficult before they become easy." —Saadi

Over the past two years, we have made significant but difficult changes to become a stronger, more sustainable organization. In 2016, we closed a handful of locations that operated at a deficit and continued to evaluate program viability in 2017.

Early in the year we developed and implemented a cost management plan that resulted in terminating CLS services in Allegan, Hillsdale, Jackson, Livingston, and Washtenaw counties; we also ceased therapy services in Macomb County. Data from the cost management plan showed that each of these service locations did not sustain adequate revenue to support the program.

Although ending services was difficult, the decision was necessary to gain control of our costs and revenue. Furthermore, we frequently generated cost models to ensure that any change or addition to a program positively affected the company.

Additional measures targeted our recruitment efforts and processes. Our human resource staff engaged in constant hiring and creative activity around recruitment. We also increased cross-training within programs to help manage hiring restrictions.

Lastly, the Executive Team and program leaders reconvened mid-year to streamline the Strategic Plan to address the cash flow issues.

With these significant changes, we knew we had to remain patient before seeing results in approximately 18 months. As expected, I am pleased to share that TLC/CSI is in better financial shape than when we started this process in early 2017. While the changes and decisions we endured were difficult, our continued focused efforts and patience will reveal a more sustainable organization as we move into the next year.

In good health,

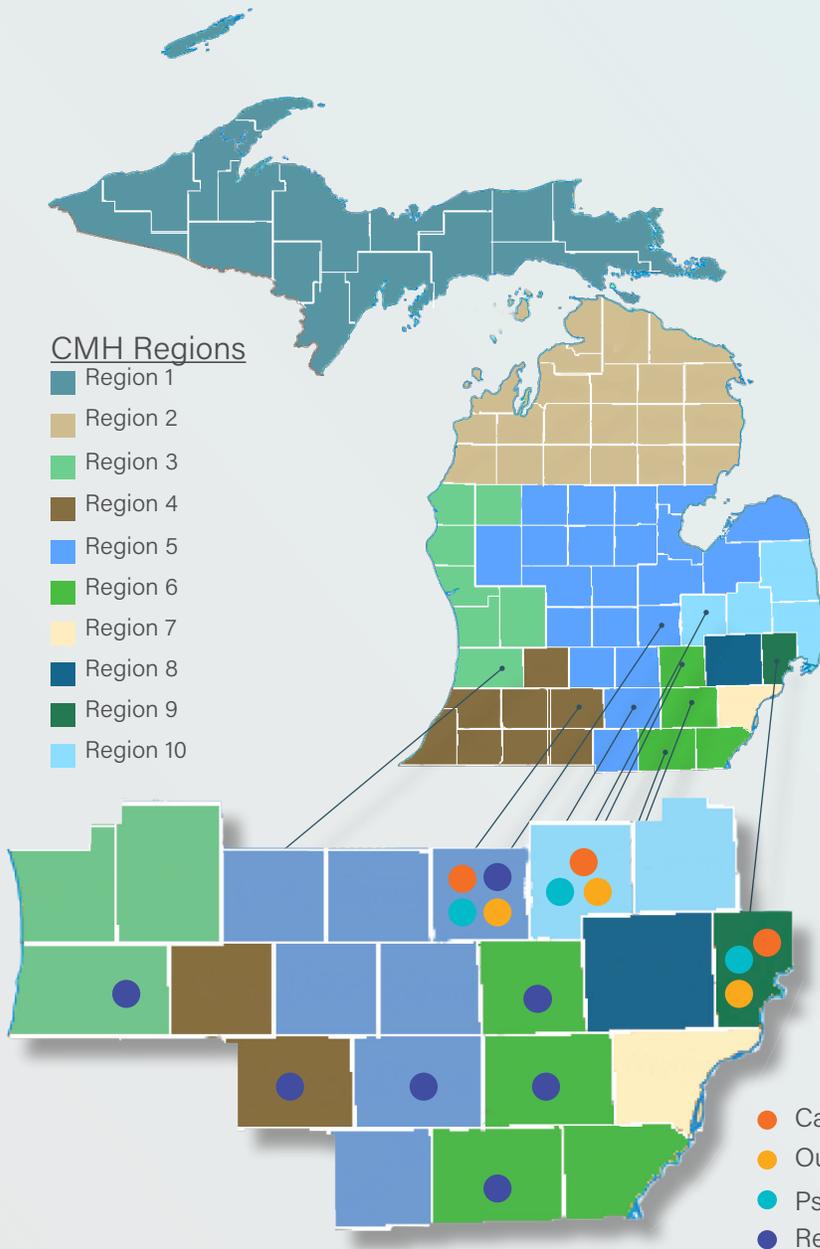
A handwritten signature in black ink that reads "Kathleen M Taylor". The signature is written in a cursive, flowing style.

Kathleen Taylor
Chief Executive Officer

Financial Condition

	2017	2016	2015
Total Gross Revenue	\$12,723,143	\$ 16,986,952	\$ 18,107,879
Write-off	\$2,257,296	\$ 3,400,524	\$ 4,104,545
Total Net Revenue	\$10,465,847	\$ 13,586,428	\$ 14,003,244
Direct Costs	\$6,954,596	\$ 8,724,757	\$ 9,830,714
Operating Costs	\$3,952,902	\$ 4,791,384	\$ 4,995,690
Total Expenses	\$10,907,498	\$ 13,516,141	\$ 14,826,404
Year-End Position	(\$441,651)	\$ 70,287	(\$ 823,160)

Service Locations



Service Statistics

Service Delivery

107.9 ↑ The percent increase in service delivery at Flint Case Management*

4,998 The total number of consumers who received services.

70,064 The total number of billable services. On average, consumers received 14.02 services.

Access

99 The percent of Flint Outpatient Therapy consumers who accessed services within 14 days.*

82.7 The average percent of consumers who accessed services within 14 days (or 30 days for psychiatric evaluation) of their request.**

Satisfaction

94.6 The percent of consumers who report satisfaction with the services they receive.

*Achieved highest percentage among all program locations.

**Access timeliness is a continued focused area of improvement in all psychiatric service locations.