



The Santé Group

ADVANTAGE

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The Santé Group

Nonprofit Santé Group, a leading provider of mental health care in Maryland, comprises three separate companies. Santé Group relies on financial support from public and private grants, as well as individual donations, to support a comprehensive menu of services. The Santé Group is:

- Affiliated Santé Group
- Rock Creek Foundation
- Santé Medical Associates

Santé's Mission

To initiate and support the achievement of each client's personal vision by providing comprehensive, effective and individualized psychiatric, rehabilitative, career and residential treatment. Nonprofit Santé utilizes all available resources from medical science, rehabilitation and therapeutic arenas to make each vision a reality.

Santé Offices

Montgomery County
301-589-2303

St. Mary's County
301-737-0012

Prince George's County
301-429-2171
Crisis Response System
301-429-2183

Anne Arundel County
410-263-7460
Crisis Response System
410-768-1440

Baltimore County
Crisis Response System
410-931-2116

Board of Directors

Bruce Morgan Casner,
Chair, Affiliated Santé Group
Board of Trustees

Paul Thorne, Chair, Rock
Creek Foundation Board of
Trustees

Suzanne Thouvenelle,
Chair, Santé Medical
Associates Board of
Trustees

News for the Community

Serving Santé: Two Decades of Service from Beth Albaneze



L-R: Beth Albaneze, Director of Student/Volunteer Program;
Dr. Marilyn Smith, Executive Director of Communities in Schools, Inc.;
Judy Itkin, Director of Development

Director of Students and Volunteers Beth Albaneze has demonstrated prodigious enthusiasm for her work throughout her twenty-year Santé career. With a remarkable capacity to be an immediate best friend while juggling the management of a model program, she is something of a legend at Santé.

Beth credits a mentor and teacher at Montgomery College with starting her down this road of service. "She taught me how to treat people," Beth remembers, "and how to take quality time to meet human needs respectfully." With early career work in psychosocial rehabilitation, she responded to an ad for Rock Creek Foundation's community rehabilitation service and later negotiated a job that included student and volunteer recruitment and recreational therapy. Her immersion in her work became a family project – her children were even the models for using teen volunteers.

Beth was appointed to the Governor's Commission on Service and Volunteerism as Dean of Community Building, and has been elected or appointed to numerous other positions of honor. The Governor's Office on Service and Volunteerism cited Beth's work with young people, praising "her deep understanding of their potential as resources."

Beth's co-workers honored her 20 years of service at a festive breakfast on April 30 at Leisure World. But Beth would be the first one to say that the real testament to her career is in the hundreds of lives that she has touched. ■

Students and Volunteers: Working from the HEART

This April, Santé's Student and Volunteer Department, created and led by Beth Albaneze, celebrated twenty successful years. Starting as the Volunteer Coordinator for the Rock Creek Foundation, Beth single-handedly recruited and trained volunteers in Montgomery County to help with vocational rehabilitation for persons with chronic mental illness. With the evolution of the Santé family of companies in five counties, the department evolved to provide hundreds of carefully screened students and trained volunteers for the full range of Santé's work.

"This is a circle of support," says Beth. "We use students and volunteers in everything we do." Volunteers may lend a hand for the many administrative

tasks required to keep services flowing smoothly or provide technical assistance or help with fundraising. Those who choose help with direct services may serve as peer counselors for homebound seniors, answer hotlines, repair group homes, or meet with assault victims in emergency rooms.

Beth has created terrific opportunities for student interns, as well. Because Santé has forged strong academic relationships and a reputation for excellence, it is a popular choice for clinical and administrative fieldwork. College and graduate students receive field credit for this work in over 40 professional disciplines, and high schools students meet

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From the CEO

April was National Volunteer Month, a time when nonprofits across the country acknowledge the contributions of those who selflessly give their time and talent. We've had something extra to celebrate this spring – the twentieth anniversary of a pioneering program that integrates students and other volunteers into every aspect of our work. The creator of this program is Beth Albaneze, our Director of Students and Volunteers, who continues to strengthen and guide it today. The program is now recognized as a national model for community engagement.



Frederic B. Chanteau
CEO Affiliated
Santé Group

Santé's Board of Directors also exemplifies the volunteer spirit, serving without compensation. They have steered Santé through impressive growth by responding to the changing needs of the communities we serve. Some have served for over a decade, as you will learn from reading about Bruce Casner.

The value of students and volunteers in human terms is beyond calculation. In times of dwindling mental health budgets, their financial value makes an enormous difference, and budget woes are in danger of deteriorating further. The governor and state legislature have cut hundreds of millions of dollars from Maryland's 2004 budget, and additional cuts seem imminent. This means a reduction in services to all citizens – and they will be especially felt by the most vulnerable of us – while doing nothing about Maryland's revenue problems.

I urge you to let your elected representatives know that you do not want further cuts in services to persons with mental illness. Ask them to deal with revenue shortfalls so that these services will not always be in peril. You can read more about what's at stake for Maryland's nonprofit agencies at <http://givevoice.org/mdnonprofit>.

Fred Chanteau
President and CEO

The Santé Group is proud of its continuing partnership with Cingular Wireless of Washington and Baltimore. We thank Cingular for the generous replacement of our cell phone equipment – a critical communication link for field staff – and look forward to Cingular's continuing support!

Students and Volunteers: Working from the Heart . . . from page 1

community service requirements while learning life lessons. Students contributed more than 25,000 hours of work to all Santé companies in 2002.

Many student interns return to Santé as employees. Vanessa Lim earned a psychology degree at Concordia University, Montreal, then volunteered to work with Beth Albaneze in 1995 and explore the practical applications of her field. "In spite of my degree," she recalls, "I was ignorant about the real people and the real experiences in mental health."

A graduate program at Marymount University led her back to Santé for an internship, when she knew that her future was in career counseling. Santé was able to reap the rewards of what she had learned; today, Vanessa is the Director of the Mental Health Vocational Program.

The Student and Volunteer Department has crafted a vast array of community collaborations. Thanks to Beth's high visibility, Santé is an Americorps service site and was the first collaboration for University of Maryland's Best Buddies chapter. Local police departments partner with Santé for crisis services as well as community education and crime prevention for the disabled. There are over 100 state and national partnerships.

Student and volunteer hours given to Santé's Rock Creek Foundation in 2002:

13,992

Value of these hours – resources saved for client services – based on the independent sector:

\$231,427.68

generously share their time offer clients an opportunity to form relationships outside of clinical and rehabilitation settings. Volunteers give personal attention to reinforce clients' social skills, improve personal habits, and manage jobs or finances. Friendship is their greatest gift.

"The work of students and volunteers is a great asset to client services," observes Kendall Sorenson Clark, a Santé Vice President. "But it also makes a difference in our community. Personally and professionally, Santé staff and volunteers are helping clients to be self-sufficient, to be good neighbors. Many would otherwise be homeless, in hospitals or in jail. It is about each individual client's quality of life, and that impacts the quality of community.

The value of volunteers and students has never been greater. As the need for services increases, this support helps professionals keep smaller caseloads for greater individual attention. Volunteer enthusiasm infuses the program with new energy. And the realized cost savings is crucial; as mental health budgets are trimmed and the economy dampens philanthropy, the work accomplished by students and volunteers is money saved for the most critical needs.

As Beth observed when staff gathered at the April celebration, "From small beginnings, today we attract and place students and volunteers from all around the world in important roles that impact our mission. When I reflect on the diversity of students and volunteers and the longstanding community affiliations, I am amazed and proud." ■

WANTED: Volunteers, Students

AT SANTÉ, THE POSSIBILITIES ARE ENDLESS.

Whether it is in a Santé office, working in the community or in a clinical setting, there are rewarding placement options. There is a place for you at Santé if you have:

- vision and values consistent with Santé's mission
- educational or life-experience knowledge and skills
- schedules that offer availability and dependability
- an expectation of serving diverse clients with complex problems
- a desire to serve and to learn

Call the Student and Volunteer office at 301-589-2303 ext. 417 to learn more.

Information and applications are also available online at

www.thesantegroup.org/volunteer.html

Volunteers at Every Level: Board Chairman Bruce Morgan Casner

Bruce Casner recalls catching the Santé excitement in 1978 from a friend on the Rock Creek Foundation board. "He really enjoyed it," says Bruce, "and he told me the organization was doing wonderful things for its disabled clients. I observed a board meeting and was invited to join, beginning a long and happy relationship."



A native New Yorker, Bruce Casner is a successful Capitol Hill lobbyist. Volunteerism was a big part of his mother's life, and according to Santé's Development Director Judy Itkin, she must have taught him well. "Bruce has been a highly visible, generous leader," she says. "He's regarded as an advocate for the staff and the population we serve."

Bruce's tenure as Santé's chair is marked by unprecedented program growth. "I believe we've been successful because the growth has been carefully planned," he reflects. "My philosophy has been to lead the trustees in providing input and support for the initiatives of management. We are fortunate that the CEO and his management team are among the best in the business."

When asked about personal rewards of this volunteer work, Bruce talks about board meetings: "These are extraordinarily bright and dedicated people, and I try to make meetings lively and enjoyable. Contacts with the staff and clients have been enriching, they've helped me really understand the nuts and bolts of this work. It's validated my belief that no one should have to go without needed help, no matter how complex their problems may seem."

Bruce will remain on the Board after stepping down from leadership. "But new energy is always valuable," he says, "and after having served fourteen years, it's really time to let someone else have this privilege."

Santé and the thousands of people it serves are privileged to have leaders like Bruce Casner. ■

Both Sides Now: A Volunteer, A Client



Rita could be any of us. A college graduate from a well-to-do family, her successful life was centered on work as an economist, her home and her close relationships. Years later she was broke, homeless and unwell. Says Rita, "I mirrored everyone's worst fears coming true."

Today, Santé is the linchpin that connects her to a future that is beginning to take shape. She is a both a client and a volunteer, reclaiming her mental health while learning and giving.

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CRISIS CENTER CELEBRATES VOLUNTEERS

Santé's Sexual Assault Crisis Center in Anne Arundel County honored its volunteers at a dinner celebration on April 11. Annapolis Mayor Ellen Moyer spoke at the event, which also recognized successful collaborations with other agencies.



L-R: Lynn Freshour, Service Coordinator SACC; Ellen Moyer, Mayor of Annapolis; Louise Greenfield, Volunteer SACC; Jackie Lanier, Director SACC

With only five paid staff members, the Sexual Assault Crisis Center in Glen Burnie depends on 45 committed volunteers for much of its emotionally intensive work. Originally created in Annapolis in 1978 and affiliated with Santé several years ago, the program includes a 24-hour hotline – answering 5,000 calls last year alone, hospital advocacy, a sexual assault clinic, and an active community education component. All services, including the clinic, are free. Volunteer Coordinator Lynn Freshour says that volunteers play active roles throughout the program.

"Our volunteers are passionate about giving something back to this community," says Lynn. "They're from every walk of life, quite a few have a health or law-related background, and many are retirees who are generous with their time." They serve on the advisory board, assist in office work and fundraising, and support community education at health fairs. Volunteers are always at the ready to go quickly to hospitals as compassionate advocates for assault victims.

After at least 40 hours of training, these volunteers agree to 24-hour on-call shifts and respond to reported rape, sexual assault and domestic abuse. A case may begin with a middle-of-the-night ride through the snow in a police cruiser and may not end for many hours. While most of the volunteers' time is spent at the county's two hospitals, they may also accompany victims during police station questioning or in court. Arriving at emergency rooms with basic needs such as toiletries, a change of clothes – or stuffed animals for the youngest victims – they provide reassurance while imparting vital information about available services. Santé volunteers were advocates in more than 300 such cases last year.

Lynn Freshour says that good collaboration with the police and sheriff's departments, the hospitals and the YWCA make the program a seamless community effort, but the outcome of each case still rests on the shoulders of the volunteer. Among those honored at the April 11 event, held during Sexual Assault Awareness Month, was Louise Greenfield, a 23-year volunteer who handled 100 cases last year alone. Dorothy Kraus and Tina Fisher were also honored for many years of service.

"It takes a really special person to do this hard work," observes Lynn. "In an average training class, only a third may choose to finish. It can overwhelm them emotionally and spiritually. Those who continue draw on amazing positive energy. They are extraordinary." ■

If you are an Anne Arundel County resident and would like more information on volunteer opportunities with the Sexual Assault Crisis Center, call Lynn Freshour at 410-222-7273 or e-mail lfreshour@santegroup.org. Please include your name, address and phone number in your message.



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The Santé Group
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Silver Spring, MD 20910



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RETURN SERVICE REQUESTED

After you have read this newsletter, please pass it on to a friend.

Both Sides Now: A Volunteer, A Client ... from page 3

Although she has struggled with depressive episodes since childhood, Rita's life was intact until a profound depression closed in while she lived in Hawaii. Leaving an abusive, alcoholic relationship and losing her home, she returned to this area with what she describes as a full psychotic breakdown. Seeking diagnosis and treatment without success, unable to work and uninsured, she exhausted her savings and mortgaged her house in Chevy Chase. Soon that home was gone, too.

"I lived with friend after friend," she says, "until I used up their good will. A nice motel in the area let me stay for a while, even when I couldn't pay, and then I went to a shelter for abused women." The shelter experience rekindled her leadership qualities. She began to research and contact healthcare and housing programs, not only for herself, but also for the other shelter women.

Three years after she lost everything, Rita learned about Santé. "I will never forget that psychiatrist who was the first one to help me," she recalls. Soon she had the right diagnosis and medication, and could participate in therapy. "I knew I was getting better then because I could work on self-defeating behaviors," she says. "I have a great therapist and a great psychiatrist – people who finally understand me."

Moving to her own apartment, thanks to a supportive housing program through the Housing Opportunities Commission, she worked a year of paid rehabilitation by doing a needs survey for the commission, followed by several months at Santé's Silver Spring headquarters. For the past year, Rita has been an unpaid volunteer. She's updated databases, including one for educational institutions with potential for student internships. She has helped with correspondence and planned special events. "I do it because this organization does so much with so little," she says with conviction. "I remember how desperate – how scared – I was, and I want to do what I can to make sure Santé is here for the next people who'll need them."

Rita now thinks about goals. She hopes to find a way to return to school for a graduate degree in psychology, and her volunteer experience will help. She's written a novel that she'd like to see published. Eventually, she'd like to go back to Hawaii, "where they respect gray hair."

It's hard to imagine not respecting Rita, regardless of her hair color. Her story and her spirit say a lot about Santé values, both giving and receiving. ■

Did you know that...

- **Santé is the second largest provider of mental health services in Maryland?** Santé companies served more than 10,000 clients in FY 2002.
- **Santé placed 115 clients in jobs last year for a total income of \$654,453?** Eleven clients make more than \$15,000 per year.
- **Santé operates 32 group homes in three counties?** Montgomery, St. Mary's and Howard counties benefit from these homes.
- **Santé is the largest provider of crisis services in the state, ranking third nationwide?** More than 6,000 persons were helped in 2002.
- **Santé provided nearly \$65,000 in uncompensated clinical services last year?** We expect that figure to grow.

Santé is all this and so much more. Yet most citizens are not aware of nonprofit Santé's contribution to the quality of life in Maryland. Please pass this newsletter on to a friend! ■