UCHC: 2013 NJLN Corporate Award Honoree

University Correctional Health Care will be honored by the New Jersey League for Nursing (NJLN) at the 2013 Nurse Recognition Awards Gala on Friday, November 1, 2013. UCHC is the recipient of the 2013 Corporate Award.

UCHC was submitted for the award by Lorraine Steefel, DNP, RN, CTN-A, Nurse Educator/ Clinical Coordinator and Margaret Conrad, DNP, MPA, RN, CTN-A, Nurse Administrator, on behalf of UCHC Nurses. UCHC was selected for the award based upon the following:

- Providing cost effective physical, mental health, dental, and sex offender treatment services, improving the health care of the people of New Jersey involved in the criminal and juvenile justice systems, often the most needy and disadvantaged citizens.
- UCHC nurses offer round-the-clock care in distinctive environments including prisons, correctional facilities, and residential homes, balancing care with the corrections mission of safety and security.
- UCHC nurses treat the full range of patient problems from emergency to chronic care, across the lifespan from adolescents through the geriatric population, and do so in an unbiased and nonjudgmental manner in a very challenging setting.
- UCHC nurses strive for excellence in care and participate in performance improvement projects and patient education including the Stanford Chronic Disease Self-Management Program aimed at improving patient health care.
- UCHC provides education of professional staff and students through clinical training at various sites. Currently, these include RN and APN students from Rutgers College of Nursing, Thomas Jefferson School of Nursing, Chamberlain College of Nursing, Walden University, and Farleigh Dickenson University.
- UCHC has documented improved clinical outcomes of inmate/patients.
- UCHC has improved efficiency and productivity with more than 90% achievement of the 97% threshold for 35 medical and dental objective performance indicators.
- UCHC has improved patient satisfaction and reduced complaints by implementing patient satisfaction measures for medical services along with mental health and dental services. As a result, medical complaints have dropped by over 42% (from 5,082 in CY 07 to 2,968 in CY 12).

For more information on the New Jersey League for Nursing, the 2013 Nurse Recognition Awards Gala, or the other award recipients, visit [http://www.njln.org/NJLNRecognition.html](http://www.njln.org/NJLNRecognition.html).

Margaret Conrad, DNP, MPA, RN, CTN-A, Nurse Administrator
Jennifer VanEmburgh, Staff Assistant

Rutgers, The State University of New Jersey—UCHC Newsletter: Spring/Summer 2013
UCHC Celebrates National Nurses Week, May 6th through 12th

“Delivering Quality and Innovation in Patient Care” was the theme of National Nurses Week celebrated May 6th through May 12th.

The nursing team is the largest group of professionals within UCHC including:

- 227 full-time equivalent (FTE) Registered Nurses (27% of UCHC workforce)
- 145 FTE Licensed Practical Nurses (17%)
- 22 FTE Advance Practice Nurses (3%)
- 82 FTE Techs, Nursing Assistants or Phlebotomists (10%)

Including part-time and per diem positions this group totals 700 Strong!!!

UCHC nurses are important and indispensable components in the provision of safety and quality patient care for the New Jersey Department of Corrections (NJDOC) and Juvenile Justice Commission (JJC). Nurses are heavily relied upon for both primary and prevention health care.

Nursing is the backbone of UCHC. And our nurses are an integral part of our continued success, which has been the direct result of quality care and innovations, such as the Chronic Disease Self-Management Program provided to inmate/patients.

Let's celebrate the accomplishments of our nurses and show our appreciation not just during nursing week, but at every opportunity throughout the year.

Jeff Dickert, PhD
Unit Vice President

NJDOC Commissioner Includes UCHC in Senate Budget Testimony

On April 22, 2013 the Senate Budget and Appropriations Committee met and heard testimony from the Department of Corrections, the Department of Women and Children and the Department of Law and Public Safety. In his testimony, Department of Corrections Commissioner, Gary Lanigan outlined the progress the Department has made over the last two years and cited UMDNJ [Rutgers] and UCHC as important partners in providing healthcare to New Jersey’s inmate population.

“At this point, let me say a few words about our medical provider, UCHC, which provides healthcare to the inmate population. Again, I think we can all be proud of the excellent healthcare that is provided to State inmates. This quality healthcare is a result of strong relationships forged amongst DOC, UCHC and Saint Francis Hospital. In fact, UCHC was presented with the 2013 Excellence in Quality Improvement Award from the NJ Hospital Association. Here are just a few examples of the impact of UCHC’s quality improvement program:

- Since they [UCHC] began delivering mental health services in 2005, inmate complaints decreased by 87 percent.
- Nursing overtime was reduced by about 15 percent in the past two years.
- The development of treatment guidelines and formulary controls has reduced pharmaceutical expenses to 2007 levels.

Chairman Sarlo asked questions regarding the increase request of $5.2 million for FY14 and $4.2 million for FY13 to fund contractual salary increases and fringe benefit rate increases applicable to the staff of UMDNJ [Rutgers]. The Commissioner explained that these funds needed to be added to the Department’s Budget because UMDNJ [Rutgers] could not absorb the costs.

In questions and answers provided to the Committee, the Commissioner also cited UMDNJ [Rutgers] as working with DOC and the Department of Human Services to enroll eligible inmates in Medicaid to cover the costs of eligible hospital stays, and thus provide cost savings to the State.

Elaine Mahoney Kennedy,
Director State Relations
Government and Community Affairs,
Rutgers (formerly UMDNJ)
UCHC NJDOC Staff Turnover Rate Reduction

UCHC NJDOC rates of staff turnover reduced to under 10% in Fiscal Year 2013. For the period of July 2012 through June 2013, UCHC had 71.57 FTE resignations, transfers or terminations of a total of 781 Full Time Equivalent (FTE) positions within NJDOC, for a turnover rate of 9.2%. This reflected an improvement in the turnover rate of 17%. In Fiscal Year 2012 where 86.23 FTEs resigned, transferred or had their employment terminated. In Fiscal Year 2011, 93.13 FTEs resigned, transferred or terminated. This analysis excludes per diem and temporary employees who provide coverage for vacancies and interns.

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th># FTEs Resigned or Terminated</th>
<th>Turnover Rate</th>
<th>Change in Turnover Rate</th>
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<tbody>
<tr>
<td>FY13</td>
<td>71.57</td>
<td>9.16%</td>
<td>-17.01%</td>
</tr>
<tr>
<td>FY12</td>
<td>86.23</td>
<td>11.04%</td>
<td>-7.41%</td>
</tr>
<tr>
<td>FY11</td>
<td>93.13</td>
<td>11.92%</td>
<td></td>
</tr>
</tbody>
</table>

Number of FTEs in NJDOC settings: 781
Excludes temporary employees, interns, and per diem staff

UGH Sites Gain NHSC Approval for Loan Repayment Program

On June 4, Arthur Brewer, MD, UCHC statewide medical director, Marci MacKenzie, PhD, clinician administrator, and Kelly Dittmore, MSW intern, obtained approval for 12 state prisons as Health Professional Shortage Area (HPSA) sites in primary care, dental, or mental health services. As a result, UCHC may participate in the National Health Service Corps (NHSC) Loan Repayment Program which is open to licensed primary care medical, dental, and mental and behavioral health providers who are employed or seeking employment at approved sites. Full-time clinicians working at high-need sites (HPSA score of 14 and above) can receive up to $60,000 for their initial 2-year commitment and may be eligible to apply for additional years of support to repay their student loans. Part-time opportunities are also available. Learn more here. [http://hpsafind.hrsa.gov/HPSASearch.aspx](http://hpsafind.hrsa.gov/HPSASearch.aspx); [http://nhsc.hrsa.gov/loanrepayment/](http://nhsc.hrsa.gov/loanrepayment/)

You should be able to view the approved sites along with the application process beginning in November, 2013 for the 2014 awards.

<table>
<thead>
<tr>
<th>SITE</th>
<th>MEDICAL</th>
<th>DENTAL</th>
<th>MENTAL HEALTH</th>
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<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>ADTC</td>
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<td>x</td>
<td></td>
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<tr>
<td>BSP</td>
<td>x</td>
<td></td>
<td></td>
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<tr>
<td>CRAF</td>
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<td>x</td>
<td></td>
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<tr>
<td>EISP</td>
<td>x</td>
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<td>x</td>
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<tr>
<td>MYCF</td>
<td>x</td>
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<td>NJSP</td>
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<td>x</td>
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<tr>
<td>NSP</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>SSCF</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SWSP</td>
<td>x</td>
<td>x</td>
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</table>

The National Health Service Corp (NHSC), part of the U.S. Department of Health and Human Services, brings health care to those who need it most by connecting providers in the medical, dental and behavioral health professions to areas with limited access to care. The NHSC plays an important role in helping to address the country’s primary care shortage.

Brain Exercises: Cryptograms

**Puzzle # 1**  
Clue: Letter X = W

“PE P TDQQLM OL ZWJDM MUPQZR,
P TDQ OL RVDAA MUPQZR
PQ D ZWJDM XDN.”

- VDWMPQ AHMUJW FPQZ, KW.

**Puzzle # 2**  
Clue: Letter J = G

“ZW QFC XFS’P VIOK PZGK
PF XF ZP AZJVP, BVKS BZTT QFC VIOK
PVK PZGK PF XF ZP FOKA?”

Solutions on last page of Newsletter
Rutgers inherited four community-based programs from UMDNJ that comprise the Specialized Sexual Offender Treatment Services (SSOTS). The primary program, commonly referred to as Community/Parole Supervision for Life (CSL/PSL), has 62 scheduled groups. While most meet weekly, some (maintenance groups) meet less often. Other programs include the Adult Diagnostic and Treatment Center (ADTC) Aftercare Program which provides three “drop in” groups per week, and the Reintegration Program, which offers services in the two residential facilities that accept sexual offenders (Bo Robinson Assessment and Treatment Center in Trenton and Logan Hall in Newark). Beginning this past spring, a new Federal Probation program began which addresses the needs of released offenders found guilty of downloading child sexual abuse images. Increasing incidences of this kind have become a major concern and will be addressed within this specialized program.

Service Delivery and Staffing
Services were initiated by Jackson Tay Bosley, PsyD, in 2006 when UCHC was approached by the State Parole Board (SPB) to develop programing for indigent parolees who could not afford private clinical services. Current staffing consists of five full-time clinicians, one half-time clinician, 15 per-diem clinicians and two support staff. In addition, a number of interns have been trained to provide these specialized services and several of these skilled individuals have gone on to work in various settings across the state (including our own). Services are provided in 19 locations statewide including SPB District Offices, Community Resource Centers, halfway houses and Rutgers-University Behavioral Health Care (UBHC) offices.

Assessment Services
As an integral part of our services for the SPB, we also conduct Special Assessments, mostly to assist Parole officials in determining whether or not it is safe for individual offenders to live in homes with children. Most of these assessments have been conducted by Lisa Menza, PhD, clinician supervisor. Through her management expertise, the program’s perpetual backlog has been reduced to zero. We have worked hard to create a balance between providing concise and direct forensic assessments and offering more information than is necessary to accomplish these forensic tasks. Despite completing hundreds of these reports, we have only been drawn into court on two occasions to explain the contents in child custody situations.

Documentation
When first approached to set up these services, the SPB was asked to describe their biggest complaint about their then-current services. They answered that they constantly struggled to obtain timely or informative documentation. In response, the various programs implemented a documentation system of regular (monthly) reports to the Parole Officers (POs) based upon research-supported issues. The forms used were designed to be quick to complete and easy to include in the clinical files. While at some point we hope to digitize the records, at this time they are a hybrid where digital copies are sent to the POs and hard copies are retained in our files. Most would agree that these methods are both efficient and informative, despite the fact that no one wants to do paperwork.

Integration
In brief, our services consist of a consortium of programs providing treatment for sexual offenders in the community. All are functioning, and most are functioning quite well. They are good models of providing care and individualized treatment in the most efficient manner possible. At the core of our services are carefully-selected, highly trained and well-supported mental health professionals who provide excellent services despite the sometimes, less-than-ideal resources that are available.

We will never know how many offenses were prevented by this dedicated team, but accolades should go to all who do this noble and difficult work.

Jackson Tay Bosley, PsyD
Clinician Administrator
Community Supervision for Life/Parole Supervision for Life

Specialized Sexual Offender Treatment Services (SSOTS)
- Community Supervision for Life/Parole Supervision for Life
- ADTC Aftercare Program
- Reintegration Program
- Federal Probation
Chronic Diseases and Health Promotion

Sources: [http://www.cdc.gov/chronicdisease/overview/index.htm](http://www.cdc.gov/chronicdisease/overview/index.htm)

Chronic diseases—the leading causes of death and disability in the U.S.

- **7 out of 10 deaths among Americans each year are from chronic diseases.** Heart disease, cancer, and stroke account for more than 50% of all deaths each year.1
- **In 2005, 133 million Americans—almost 1 out of every 2 adults—had at least one chronic illness.**
- **Obesity has become a major health concern.** 1 in every 3 adults is obese1 and almost 1 in 5 youth between the ages of 6 and 19 is obese (BMI ≥ 95th percentile of the CDC growth chart).2
- **About one-fourth of people with chronic conditions have one or more daily activity limitations.**
- **Arthritis is the most common cause of disability, with nearly 19 million Americans reporting activity limitations.**
- **Diabetes continues to be the leading cause of kidney failure, nontraumatic lower-extremity amputations, and blindness among adults, aged 20–74.**
- **Excessive alcohol consumption is the third leading preventable cause of death in the U.S., behind diet and physical activity and tobacco.**

### Four Common Causes of Chronic Disease

- **Four modifiable health risk behaviors—lack of physical activity, poor nutrition, tobacco use, and excessive alcohol consumption—are responsible for much of the illness, suffering, and early death related to chronic diseases.**
- **More than one-third of all adults do not meet recommendations for aerobic physical activity based on the 2008 Physical Activity Guidelines for Americans, and 23% report no leisure-time physical activity at all in the preceding month.**
- **In 2007, less than 22% of high school students10 and only 24% of adults11 reported eating 5 or more servings of fruits and vegetables per day.**
- **More than 43 million American adults (approximately 1 in 5) smoke.**
- **In 2007, 20% of high school students in the United States were current cigarette smokers.**
- **Lung cancer is the leading cause of cancer death, and cigarette smoking causes almost all cases.** Compared to nonsmokers, men who smoke are about 23 times more likely to develop lung cancer and women who smoke are about 13 times more likely. Smoking causes about 90% of lung cancer deaths in men and almost 80% in women. Smoking also causes cancer of the voicebox (larynx), mouth and throat, esophagus, bladder, kidney, pancreas, cervix, and stomach, and causes acute myeloid leukemia.12
- **Excessive alcohol consumption contributes to over 54 different diseases and injuries, including cancer of the mouth, throat, esophagus, liver, colon, and breast, liver diseases, and other cardiovascular, neurological, psychiatric, and gastrointestinal health problems.**
- **Binge drinking, the most dangerous pattern of drinking (defined as consuming more than 4 drinks on an occasion for women or 5 drinks for men) is reported by 17% of U.S. adults, averaging 8 drinks per binge.**

### References

New Jersey Department of Corrections’ (NJDOC) inmate population is aging. The number of inmates over 50 increased 16.6% from 2,500 to 2,914 between January 2009 and January 2012. The population over 65 has increased 32.9% from 222 to 295 in this 3 year period. In addition, the Special Treatment Unit (STU) has a growing and aging population of residents (462 residents as of March 2013 with 241 residents 50 + and 38 residents 65+). These older inmates and residents have much more serious medical issues than younger inmates.

NJDOC Inmate Population

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Pop</th>
<th>50+</th>
<th>55+</th>
<th>60+</th>
<th>65+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan 2009</td>
<td>25,436</td>
<td>2,500</td>
<td>1,209</td>
<td>535</td>
<td>222</td>
</tr>
<tr>
<td>Jan 2012</td>
<td>23,810</td>
<td>2,914</td>
<td>1,429</td>
<td>695</td>
<td>295</td>
</tr>
<tr>
<td>Change</td>
<td>-6.4%</td>
<td>16.6%</td>
<td>18.2%</td>
<td>29.9%</td>
<td>32.9%</td>
</tr>
</tbody>
</table>

Source: NJDOC [http://www.state.nj.us/corrections/pages/offender_stats.html](http://www.state.nj.us/corrections/pages/offender_stats.html)

NJ inmates in their 50’s and 60’s are developing age-related health conditions like heart disease, cancer, and complications from diabetes. Consistent with an aging population, the average number of inmates enrolled in most chronic care clinics has been increasing. For instance, the average number of inmates enrolled in the Cardiology Clinic increased 16.4% from 3,936 in Fiscal Year (FY) 2009 to 4,483 in FY 2013. The number enrolled in Endocrinology (Diabetics) Clinic increased 17% from 1,344 to 1,572 in the same time period. Pulmonary Clinic increased 11% from 1,764 to 1,963. Oncology Clinic increased 37.2% from 137 to 188 and annually, prescription medications purchased through Maxor Pharmaceuticals for these inmates cost almost $400,000.

Currently, NJDOC also has about 394 patients with HIV and 1,774 with Hepatitis C. Efforts to prevent the spread of these diseases are having a positive impact on reducing the number of inmates becoming infected. NJDOC has seen a 13.9% decrease in those enrolled in the Infectious Disease Clinic from 2,459 in FY 09 to 2,117 in FY 13.

### Average Number Enrolled in Chronic Care Clinics

<table>
<thead>
<tr>
<th>Chronic Care Clinics</th>
<th>FY 09</th>
<th>FY 13</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardiology</td>
<td>3,936</td>
<td>4,583</td>
<td>16.4%</td>
</tr>
<tr>
<td>Endocrinology</td>
<td>1,344</td>
<td>1,572</td>
<td>17.0%</td>
</tr>
<tr>
<td>General</td>
<td>155</td>
<td>178</td>
<td>14.8%</td>
</tr>
<tr>
<td>Oncology</td>
<td>137</td>
<td>188</td>
<td>37.2%</td>
</tr>
<tr>
<td>Pulmonary</td>
<td>1,764</td>
<td>1,963</td>
<td>11.3%</td>
</tr>
<tr>
<td>Infectious Disease</td>
<td>2,459</td>
<td>2,117</td>
<td>-13.9%</td>
</tr>
</tbody>
</table>

Source: Monthly Client Report, March 2013

Nevertheles, the cost to treat Hepatitis C and HIV diseases has skyrocketed. For example, the cost of medication to treat one inmate with Hepatitis C on the new, more effective medications is $90,000 for the course of treatment. The annual cost for medications to treat just one patient with HIV is approximately $24,000.

The increase in older inmates with diabetes, chronic obstructive pulmonary disease, cancers, and end stage renal disease, has resulted in increases in the cost associated with ancillary medical services. In addition, based on the consumer price index, the cost of medical services in the United States has increased annually between 2.9% and 3.5% from 2009 to present due to escalating prices for tests, drugs and specialized treatments. These factors are increasing health care cost for NJDOC.

Though the aging inmate population is developing an increasing number of chronic medical conditions, NJDOC and Rutgers/Legacy UMDNJ have kept per person per year cost of medical care close to half the rate of increased cost reported in the United States. The Centers for Medicare and Medicaid Services reported a National health care expenditure per person per year of $7,251 in 2006 and $8,953 in 2012, a 23.5% increase over this 6 year period. Exclusive of the Special Treatment Unit, the NJDOC offender population was 26,746 in 2006 and 23,810 in 2012 per the NJDOC’s Annual Offender Characteristic Reports. The cost of medical, dental, mental health, pharmaceutical, and sex offender treatment services was $137,603,172 in FY 2006 and $137,518,658 in FY 2012. Thus, the cost per inmate per year was $5,145 in 2006 and $5,775 in 2012, an increase of only 12.25%.

Rutgers/Legacy UMDNJ and NJDOC have been able to achieve these savings despite the increased need for and cost of medical services by:

- Expanding the use of telemedicine which has reduced the number of off-site visits with approximately 25% of specialty consults now done through telemedicine.
- Implementing better pharmaceutical formulary controls.
- Consolidating underutilized specialty mental health and infirmary units.
- Implementing Chronic Disease Self-Management groups in every prison.
- Establishing a peer review process for evaluating the need for a specialty medical referral.
- Reducing the cost for subcontract arrangements.
- Reducing nursing overtime.
- Reducing medical & mental health staffing with the closing of one prison (Riverfront State Prison).

Going forward, NJDOC and Rutgers will continue to explore opportunities for additional cost savings while meeting our obligation to provide medical care to inmates with serious medical needs per the US Supreme Court ruling in Gamble v. Estelle (1976). For instance, NJDOC and Rutgers are working with the Department of Human Services to obtain Medicaid reimbursement when Medicaid eligible inmates are admitted overnight to a hospital.

By Jeff Dickert, PhD, Unit Vice President

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**Quality Improvement E-News # 3: The QI Model**

**Do we need a QI model?**
Yes, a model will help teams conceptualize and monitor their progress and communicate with others (i.e., CQI committee) about the status of their projects.

**Which phase of the QI model is most important?**
The Plan/Design phase because a well-thought-out plan and design will result in a successful PI project.

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**UCHC Team Places 2nd at 4th Annual Statewide UBHC Quality Improvement Fair**

On June 20, 2013 University Behavioral Health Care (UBHC) sponsored its fourth Statewide Performance Improvement (PI) Fair. This year’s Governor Richard Codey Behavioral Health Care Award (previously held by New Jersey State Prison in 2012), went to Greystone Park Psychiatric Hospital for their project entitled “One Stop Access.” UCHC’s NISP PI team took 2nd place for their project entitled, “The Path to Progress.” Taking 3rd place was St. Joseph’s Regional Medical Center for their project, “Reducing Recidivism Rates.” See link below for the article published by the Messenger-Gazette on the NJ.com website.

Of the 31 projects on display at this year’s fair, all of the UCHC projects submitted scored in the top 10, including the AC Wagner Youth Correctional Facility’s project, “Tea or Treatment Plans” and Northern State Prison’s initiative, “Return to Sender.”


ACW “Tea or Treatment Plans” Team Leader: Deon Bullard, LCSW; Team Members: Dr Hodges, Dr. Escoto, Dr.Moschkovich, Mrs. E. Scilingo, Dr. Armenti.

NSP “Return to Sender” Team Leader: Dr. Goldstein, Ph.D.; Team Members: PhD, Laura Totten, LCSW, Erin Williams, MA, Delores Boughton, DCC, Lawanna Darden, LCSW, Lori Austin, Sec 1, Susan Bolten, Art Therapist, Jaime Sanders and Sam Miller, Externs.

**Congratulations All!**
Lisa Debilio, PhD
Quality Improvement Director

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**PI News: Training Reminder**

PI/computer training is offered in Trenton every month in the Harris Building computer training room. Trainings are scheduled from 8:30 am to 3:30 pm. The following topics are covered: how to work through a performance improvement project, the basics of Microsoft Word and Excel, logging into MY.UMDNJ accounts, using e-mail, file saving and network drives (NJDOC and NJJJJC).

Upcoming training dates:
September 24, 2013
October 29, 2013
November 19, 2013
December 10, 2013

Class size is limited, so if you plan to attend, send an e-mail one week in advance to: debilila@ca.rutgers.edu.
Thank you.

Lisa Debilio, PhD
Quality Improvement Director
UCHC
In response to employee feedback, the UCHC Leadership Team created ImproveUCHC@ubhc.rutgers.edu as an avenue to communicate with the Leadership Team. This electronic communication method is available for you to send your ideas any time of the day or night. All suggestions will be forwarded by the UCHC Quality Improvement Team to the UCHC Leadership Team for review, without revealing your identity unless you direct us otherwise.

Your valued input will help us better manage our programs and become better managers ourselves, so we invite you to use this new Performance Improvement initiative. We hope to hear from you soon!

UCHC Leadership Team

Question: Are UCHC employees or family members/dependents eligible for Rutgers Tuition Remission?

Response: There is no change to tuition reimbursement for legacy UMDNJ employees. CEUs are eligible for tuition assistance as described in the University policy. To access the policy go to:

http://policies.rutgers.edu/view-policies/human-resources-hr-%E2%80%93-section-60

Find and click on the following line:

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<tr>
<th>New #</th>
<th>60.9 LEGACY UMDNJ HR POLICIES</th>
<th>Book #</th>
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<th>Resp. Exec.</th>
<th>Approval Auth</th>
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<td>30-01-40 -50:00</td>
<td>UHR</td>
<td>SrVP/FA</td>
<td>SrVP/FA</td>
</tr>
</tbody>
</table>

Comment: This forum has been out there for over 1 year and nothing is ever done with complaints or suggestions. Nothing will be improved by the UCHC Leadership Team! They do not care about any of the Staff! If you are part of the “in crowd” you are rewarded with higher titles and more pay!”

Response: All complaints through the compliance hotline are investigated and the findings are sent through Christopher Kosseff, President and CEO of UBHC, to the Office of Ethics and Compliance. These are closely tracked by our Office of Ethics and Compliance and CEO’s office.

I have responded to each of the Improve UCHC emails and when I thought appropriate to share with all UCHC staff, have included my responses in the UCHC Newsletter. Unfortunately, we have not received many e-mails through improveuchc@uchc.rutgers.edu.

All vacancies are posted and efforts are made to select the best qualified and competent individuals for each positions within UCHC. The UCHC leadership team seeks, whenever possible, to promote from within. Of the qualified candidates, selections are made based upon a track record of excelling in their current duties and the demonstration of skills conducive to teamwork toward meeting our clients’ requirements while exceeding their expectations.

I am proud of our diverse, highly competent and hardworking staff throughout UCHC who have committed to our success as an organization.

Jeff Dickert, PhD
Unit Vice President
Shout Outs!

- **Rusty Reeves**, MD, Director of Psychiatry, received the Teaching Excellence Award as voted by students of the New Jersey Medical School (NJMS). The presentation was made at the NJMS Graduation on Friday, June 14th.

- **Mechele Morris**, PhD, UCHC Director of Training, was presented with a Commendation and the NJDOC Academy Class # 229 Guidon. The Guidon is retired at the end of each class and presented by the NJDOC Training Academy to individuals who have made a valuable impact within the organization.

  “I would like to take this opportunity to commend you [Dr. Morris] and express my appreciation for your efforts in support of the New Jersey Department of Corrections, Office of Training.

  As a mental health professional, you have brought a whole new perspective to our training in dealing with inmates with Special Needs and Suicide Awareness Training. You and your staff bring credibility and professionalism factors that have helped mark our Academy as one of the most progressive and proactive in the nation. Not only do you present material to the Recruits, but you have been instrumental in the development of numerous Academy curricula.

  Again, I commend you and as a token of our esteem; I am presenting you with a Class Guidon from Academy Class # 229. I thank you for your efforts.” [Director Harry Ellifritz, Office of Training, NJDOC]


- **Karen Anne Melendez**, LPC, NCC, MT-BC, Recreational Therapist, Edna Mahan Correctional Facility for Women, authored a chapter in a four volume series published in July 2013. The series, titled Guidelines for Music Therapy Practice includes in their “Mental Health” volume her chapter titled “Adult Females in Correctional Facilities”. Published by Barcelona, it is available in print and electronic formats. “This opportunity would have never occurred if I hadn’t had the chance to work here at UCHC. Thank you for your support and by giving me the opportunity to complete it. With sincere gratitude! Karen Anne”

- **Lynn Kwap**, Regional Nurse Manager, Southwoods State Prison, was praised in a letter from an inmate-patient family member. Listed below is a copy of the letter text.

  “I am writing this email to let you know what an amazing help Ms. Kwap, Nursing Supervisor has been. My fiancée recently had surgery and it has been an extremely stressful time for us. Prior to his surgery, I spent a considerable amount of time trying to advocate for him and ensure as best as I could he received what he needed. I am both his emergency contact and power of attorney and in addition there is a signed release of information for me. Much of my time was spent being passed around from department to department speaking to different individuals each saying the other was responsible; from medical to social services and even custody. There were others who just outright did not want to deal with me and would tell me any old thing. It was to say the least very frustrating. I finally was able to speak to Ms. Kwap and for the first time after weeks of trying to navigate, she just listened to me. She was able to hear my concerns and treated me with respect and care. She problem solved with me and facilitated a pathway for me to be able to speak to the surgeon who was performing the surgery. All I needed was 2 things - someone to listen and understand what I was requesting and a way for me to get it done if possible. Even after the surgery my fiancée had to experience the horrible conditions at [facility name removed], so much so he refused physical therapy just to get back to SWSP. Once back and in the ECU, I spoke with Ms. Kwap to explain all he had been through and she again was able to listen and respond appropriately.

  Unfortunately, I have been dealing with NJDOC for many years and it has always been a struggle at every turn. I think it is important to recognize when someone takes their job seriously, treats the “outsider/family member” with respect and approaches situations with genuine concern and understanding. Although our loved one is paying a price for a wrongdoing, that does not mean they, or for that matter their family members, are less than human. That is usually the way we get treated. I wanted you to know how much I appreciated Ms. Kwap’s professionalism and her ability to just treat me like a caring person whose loved one was going through a hard situation while locked up. I felt truly blessed to encounter such a dedicated individual. You should know you have an excellent employee who understands the delicate balance of maintaining the rules of the system while at the same time taking the time to be sensitive to the needs of others. I wanted to be able to write her immediate supervisor, but I was unsure who that was so I am writing you in hopes you will pass this on.

  Thank you for your time,
  [Name withheld to ensure patient confidentiality]”

Toot your horn! Brag about your staff!! Congratulate a co-worker!!!

Send your shout outs to Mechele Morris, morrisme@ubhc.rutgers.edu
In Memorium: Jean Marie Solomine
Born in Chester, PA on July 3, 1944
Departed on Jul. 17, 2013 and resided in Rahway, NJ.

Jean Marie Solomine, 69, of Rahway, entered into eternal rest on Wednesday, July 17, 2013 at home.

Jean was born in Chester, PA to the late Henry and Mildred (Gallagher) Dohr. She was raised in West Hazelton, PA. She graduated in 1965 from Hazelton State General Hospital as a Registered Nurse. Jean was a resident of Rahway for 28 years.

Jean was employed as an RN at the Edna Mahan Correctional Facility and Northern State Prison since 2000. She enjoyed reading and writing. She was very kind, generous and had a great sense of humor and will be missed by all.

Jean is survived by her devoted son, Matthew T. Solomine of Rahway and his fiancée Eileen Buroff, her cherished grandchildren, Kaitlin, Jessica and Cole and her former husband, Thomas Solomine.

In lieu of flowers, please make a donation in her memory to the ASPCA, 1119 Livingston Ave., New Brunswick, NJ 08901.

EAP Stress Busters Series: Come to Terms with your Feelings

- Differentiate between your thoughts and your feelings. Remember that feelings and thoughts are not facts.
- Do not suppress your feelings; acknowledge them to yourself and share them with others.
- Learn to be flexible and adaptive.
- Honestly appraise your personal liabilities.
- Accept your feelings.

Reach out to your Employee Assistance Program (EAP) to discuss difficulties with managing your feelings especially if it is getting in the way of your concentration. Contact EAP at (800) 327-3678, to speak to a counselor or to arrange an appointment. Contact with EAP is confidential.

EAP Stress Busters Series: Concentrate on Positive Spiritual Development

- Adopt the attitude that no problem is too monumental to be solved.
- Engage regularly in meditation or prayer.
- Establish a sense of purpose and direction.
- Seek spiritual guidance.
- Learn to transcend stressful situations.
- Believe in yourself.
- Increase your awareness of the interdependence of all things in the universe.

Your EAP can assist during difficult times. Counselors are available to work with you in learning various relaxation strategies and managing stress or other issues that affect your personal or professional life. Contact the EAP at (800) 327-3678, to speak with a counselor or to arrange an appointment.

EAP “Stress Busters Series” information provided by: Sarah Ben Younes-Millot, LCSW, UBHC Employee Assistance & Student Wellness Programs
Dear Mechele

This isn’t one of those “off the deep end” letters about falling for an inmate or smuggling contraband. While my concern is rather simple, I think it probably has affected everyone in UCHC at one time or another.

No matter what your job description we all have to go to meetings. In and of themselves they’re one of the necessities of every working environment. Yes some are too long, too often nothing much gets done and fairly regularly people are late. None of these things really bother me. But what does annoy me to no end is the complete and utter disregard for any type of protocol with regards to the appropriate behavior at a meeting.

We work in prison where codes and lockdowns are part of a typical day so folks will be delayed. I get that. I also am ok with the many medical and mental health issues that call for a fairly immediate response. It’s the nature of the job. But why is it that even when asked to put pagers and phones on vibrate, we continue to be regularly interrupted with loud ringing and various ringtones. And when these things happen do the offenders apologize while shutting off the device and take the call outside of the immediate area...NO...they answer the call in the midst of the meeting, carry on conversations and completely disregard the disruption to the business at hand.

And members of the audience aren’t the only perpetrators. I’ve also been witness when the presenter sees fit to take a call. Is it possible that there’s something so emergent that it can’t wait...of course there is. But the regularity with which these things happen leads me to think that more often than not, whatever’s happening on the other side of the line, is something that could wait until the presenter either finishes speaking or has time to excuse themselves and have someone fill in and continue the meeting. And what about people sleeping...that’s right, fast asleep during a meeting. Now who among us hasn’t experienced the nod that leads to the dreaded head drop every once in awhile? But you’d hope that the person next to you might be willing to offer a little nudge and that as a professional you’d appreciate being rescued from a major ultimate faux pas. Well guess what...that rarely happens any more.

On this same note, I’ve been at meetings where people are so grossly unprepared that the meeting is completely disjointed and valuable time is spent on matters that should have been addressed ahead of time. I know there are exceptions to every rule, but I have to say that I’ve seen these things happen time and time again. I’ve been embarrassed on those occasions when people outside of the organization have been in attendance and just plain angry that my own time has been wasted and the meeting has been overshadowed by such examples of blatant disrespect.

Enough Already

Dear Enough Already,

I read your letter with growing anxiety as I too have often been the one to arrive at meetings late, but typically do my best to tiptoe in and not let slamming doors or ringing phones interrupt the meeting presenter(s). I know no other description for the situations you described other than simple rudeness.

As a presenter who has also presided over a fair share of meetings, I too have been annoyed when someone chooses to ignore requests to quiet their electronic devices and further distracts us by carrying on a conversation during a meeting. Perhaps they’ve developed tunnel vision with an inability to look beyond their personal responsibilities and by doing so, disregard the time and effort involved in preparing for meetings or the feelings of the colleagues who surround them. The media virtually abounds with incidences of inappropriate business behavior at even the highest levels...but that is no excuse.

Recently, I was in a similar circumstance and the person with the ringing phone admitted rather sheepishly during a break that he had no idea how to put his phone on vibrate. Being somewhat technologically challenged myself, I completely understood his dilemma. Times have changed...our phones keep getting smarter, and they don’t even come with written instructions anymore, yet we’re supposed to know how to master all the bells and whistles. And to further complicate things, as soon as you figure out a few of the basics, you’re badgered into accepting an update that places you once again at the bottom of the learning curve. I viewed a YouTube video that was indicative of how wide the communication gap has grown. The video showed a one year old little girl easily advancing page by page on an iPad, however, when they replaced the iPad with a magazine, she was immediately perplexed and increasingly annoyed as she tried to use the same one finger approach to maneuver the pages. It was with this in mind that I recommended my phone challenged colleague either approach any young person at the meeting for assistance or failing that, ask his kids to school him on the intricacies of the most updated gadget.

Ultimately, it’s up to the individual(s) chairing the meeting to put such behaviors in check and lead by example. I did a training last week where a participant fell asleep and I immediately called him on it, not threatening but a tad embarrassing, and enlisted those on either side to help him stay awake. Every once and awhile during the training I’d ask him, “Are you with me?” The group would laugh and he’d answer with a smile...but he did stay awake for the rest of the training. Often that’s all it takes...a subtle but firm reminder after the first interruption. And hopefully, your letter will prove to be a wakeup call for us all to get back to mutual respect and decorum.

Have a dilemma?
Send your question or concern to morrisme@ubhc.rutgers.edu
or fax anonymously to (609) 341-9380, attention “Ask Mechele”
Setting Your Email Delivery Addresses

With the change to Rutgers your email account will typically have at least three addresses that senders can use to contact you. Two addresses are set for you and the third must be set by you.

The addresses you are assigned are: netid@rutgers.edu and netid@ubhc.rutgers.edu. NetID is your user name that is used to login to the university portal and email along with your password.

The third address recommendation is to set your id to: first-Name.last-Name@rutgers.edu where first-Name and last-Name are your first and last name separated by a dot. To set your email delivery address:

1. Go to http://netid.rutgers.edu and select Manage Email Addresses
2. Login using you netid and password
3. The display will have 3 panels as the example shown:

   4. Enter first-Name.last-Name in the Personalized Email Address area if not already there; then click Add personalized email.
5. Once added enter this address in the Official Rutgers Email Address and click Submit Request.

Your email will deliver to the same place no matter which address is used but the first-Name.Last-Name@rutgers should be easier for users to remember.

Stepping away? Secure your Computer!

Windows logo + L

Technology Corner…

By Leo Agrillo

Computer System Problems?!?! Who Do I Contact?

- NJDOC computer system (Novell, Logician/Centricity, ITAG/LIVE Inmate Mgmt) or equipment issues, contact:
  NJDOC help desk: (609) 984-8288, helpdesk@doc.state.nj.us

- JJC Computer system or equipment issues, contact:
  JJC help desk: (609) 341-3102, jic.helpdesk@njjjc.org

- Exchange and Sun Convergence email, MyPortal.Rutgers.edu password reset, contact:
  Rutgers IST Service Center: (732) 743-3200, isthelp@ca.rutgers.edu

- For all other issues contact the UBHC help desk:
  Phone (732) 235-4715, ubhcattg@ca.rutgers.edu

- Telemedicine or other unresolved issues (NOT passwords or logins), contact:
  Leo Agrillo, office (609) 292-4036 x5215, mobile (609) 413-6944, Leo.Agrillo@Rutgers.edu
Direct Deposit Paper Pay Stub Changes

Beginning pay date June 7th, 2013, “green” initiatives were expanded by moving to 100% paperless direct deposit. As of this date the University only provides hard-copy pay stubs to employees who do not have direct deposit and receive physical pay checks.

All those with direct deposit will view and/or print pay advice slips from employee self-service. To view:
1. Log into MyPortal.Rutgers.edu
2. Scroll down to the box labeled “Banner Self-Service”
3. Click on “View Pay Stubs”
4. Select the year
5. Click on the pay date you wish to view

If you currently have direct deposit pay and do not receive a printed pay advice in the mail, there is no change or impact to you as your pay information will continue to be available via employee self-service.

Benefit & Pension Contribution Increases

On June 28, 2011, the New Jersey Division of Pensions and Benefits enacted legislation which mandated increases to the cost of health insurance benefits and employee pension contributions for state employees, which includes Rutgers Legacy UMDNJ employees.

Health Insurance Benefits: Non-Union Employees and Union Represented Employees Who Commenced Year 1 Phase-In in October 2011

Effective July 1, 2013, employees covered under the SHBP contribute the greater of 1.5% of salary or a percentage of the premium associated with their healthcare coverage based on the Year 3 Premium Share Phase-In Schedule. This took effect in the July 19, 2013 pay check (pay cycle 15) for all non-union employees and union represented employees who were under the Year 2 Phase-In as of July 1, 2012.

The premium associated with an employee’s healthcare coverage is determined by the employee’s plan selection [PPO, HMO or High Deductible (HD) Plan] and level of coverage (Single, Husband/Wife, Family, etc.) and the employee's salary level.

Union Represented Employees with Active Contracts that expired in 2012

OPIEU Local 153 (Security Officers & Dispatchers) pay the costs associated with Year 2 Phase-In in July 2013.

CIR (Interns and Residents), IAEP Local 200 (EMS Supervisors) pay the costs associated with Year 2 Premium Share Phase-In in November 2013.

HPAE Local 5135 – (UCHC Medical Services Division Registered Nurses) will begin their Year 3 Premium Share Phase-In in October 2013.

Click below to view details of the State’s Percentage of Premium Share Chart
http://www.umdnj.edu/hrweb/benefits/pspworksheet.pdf

HR Benefits Services
Camden and Stratford (856) 566-6168
Newark (973) 972-5314
Piscataway and New Brunswick (732) 235-9417

Public Employees’ Retirement System (PERS) Contribution Rate Increase

Effective the paycheck of July 5, 2013, PERS contribution rate increased from 6.64% to 6.78% of pensionable salary.

July 2013 marks the third rate increase under the provisions of Chapter 78, P.L. 2011, which calls for PERS employee pension contribution rates to increase over 7 years until the total pension contribution rate is 7.5% of salary as of July 2018.

The fourth contribution rate increase to 6.92% will be effective July 2014.

The increase in the contribution rate increases the minimum repayment amount for pension loans as well as the cost for a purchase of service credit if certified, after the increase contribution becomes effective.

¶
Mileage —

Effective January 1, 2013, the mileage reimbursement rate increased to 56.5 cents per mile. Please use the new rate for all miles travelled on or after 1/1/13.

The rate of 56.5 cents per mile remains in effect as of 9/1/13.

Problems with UCHC Pagers/Cell Phones

Report all problems to Jenn VanEmburgh, UCHC Central Office, phone (609) 292-4036 x5620 or email storicjd@ubhc.rutgers.edu.

Remember to check your pager on a routine basis.

If you relocate,

Change your residence, go walkabout, move on up to the east side, or simply decide to live in a different location; you must notify Central Office as well as make the change online at myportal.rutgers.edu.

By the way, congratulations on your new digs!

To Resolve Payroll Issues...

1. Contact your payroll timekeeper. In most departments this is your support staff. If unsure, ask your supervisor.
2. If your payroll timekeeper is unable to assist you, contact your department supervisor, or in their absence, the regional supervisor.
3. If neither your payroll timekeeper nor supervisor are able to assist you, please contact Melody Massa at Central Office. Melody’s direct number is (609) 292-4036 x5210.

Suggestions? Ideas? Leadership wants to know!!!

In response to employee feedback, the UCHC Leadership Team created improveUCHC@ubhc.rutgers.edu as an avenue to communicate with the Leadership Team. This electronic communication method is available for you to send your ideas any time of the day or night. All suggestions will be forwarded by the UCHC Quality Improvement Team to the UCHC Leadership Team for review, without revealing your identity unless you direct us otherwise.

Your valued input will help us better manage our programs and become better managers ourselves, so we invite you to use this new Performance Improvement initiative. We hope to hear from you soon!

UCHC Leadership Team

Litigation, unfortunately, is commonplace in prisons. Most litigation against staff comes to naught, however, all requires attention.

In such matters you would be directly served a summons or complaint. Supervisors, peers and support staff are not authorized to accept service/sign off on an Affidavit of Service on behalf of another employee.

However, supervisors should assist to arrange a meeting with the individual being served a summons or complaint.

If you are asked to sign a litigation or claim for the name “University Correctional HealthCare” and no specific staff name is assigned – DO NOT SIGN or ACCEPT. This type of claim/litigation must be served upon the Office of the Secretary to the Board of Governors as follows:

Rutgers, The State University of New Jersey, Office Secretary of the University

7 College Ave, Room 111
New Brunswick, 08901-1280

If you receive notice you are named in a lawsuit or other legal action immediately do the following:

Fax the legal papers, along with the letter template requesting legal representation, to the attention of Jeff Dickert at (609) 341-9380.

The UCHC Central Office will forward the complaint to Risk & Claims and the Rutgers Legal Department. They will contact you to inform you which attorney will represent you.

Call the assigned lawyer, explain the case and make sure you understand what you are directed to do. Denial or nonchalance will not serve you well in such a situation. Educate yourself about the case. Do not assume the attorney knows the case as you do and don’t be afraid to suggest strategy to the attorney.

If you have questions or wish to speak about ongoing litigation, you may contact Jeff Dickert by phone (609) 292-4036 x5228 or e-mail (dickerje@ubhc.rutgers.edu).

Jeff Dickert, PhD, Unit Vice President

I’ve Been Served!?

What should I do?

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Jeff Dickert, PhD, Unit Vice President
### Executive Administration Staff:

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<td>Arthur Brewer</td>
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<td>Hesham Soliman</td>
<td>609-723-4221 x8460</td>
<td>609-238-0513</td>
<td>856-223-2262</td>
<td>solimahe</td>
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<tr>
<td>William Briglia</td>
<td>856-459-7221</td>
<td>856-701-6362</td>
<td>856-223-2320</td>
<td>brigliwj</td>
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<tr>
<td>Sharmalie Perera</td>
<td>732-574-2250 x8305</td>
<td>609-238-0993</td>
<td>609-229-0675</td>
<td>pererash</td>
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<td>Mitch Abrams</td>
<td>973-465-0068 x4242</td>
<td>917-887-5206</td>
<td>732-396-6920</td>
<td>abramsmsmi</td>
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<tr>
<td>Harry Green</td>
<td>856-459-7224</td>
<td>732-512-8846</td>
<td>609-229-0688</td>
<td>greenha</td>
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<tr>
<td>Marci MacKenzie</td>
<td>x5227</td>
<td>201-407-3097</td>
<td>732-396-6767</td>
<td>mackenma</td>
</tr>
<tr>
<td>Ellen Zupkus (JJC)</td>
<td>609-324-6296</td>
<td>201-407-3117</td>
<td></td>
<td>zupkusel</td>
</tr>
<tr>
<td>Anthony Tamburello</td>
<td>856-459-8239</td>
<td>609-410-0266</td>
<td>609-324-3215</td>
<td>tamburac</td>
</tr>
</tbody>
</table>
| Regional Dental Administration
| Harold Mapes        | 908-735-7111 x3430 |               |                | mapeshe                     |
| Regional Schedulers
| Rebecca Cozzens     | 856-459-8034 |               |                | cozzenna                    |
| Samantha Pezzella   | 856-459-8753 |               |                | pezzell                     |
BENEFITS INFORMATION:

Anyone hired BEFORE October 2008, direct calls to the New Brunswick Benefits Team:

Robin Hynes, Benefits Associate
732-235-9415 / hynesro@ca.rutgers.edu

Tracey Bacskay, Benefits Associate
732-235-9417 / bacskatl@ca.rutgers.edu

Employees hired AFTER October 2008, Benefits processing is split between campuses:

ADTC, EJSP, EMCF, MYCF, NSP sites
Contact representatives on the Newark campus:

Krystyna Plonski, Benefits Associate
973-972-6085 / plonskkr@ca.rutgers.edu

Lola Vickers, Benefits Associate
973-972-6071 / vickerlm@ca.rutgers.edu

Sherol Anderson, Benefits Representative
973-972-5314 / anderss3@ca.rutgers.edu

ACW, BSP, CRAF, GSYCF, MSCF, NJSP, SSCF, SWSP
& all JJC sites
Contact representatives on the New Brunswick campus:

Robin Hynes, Benefits Associate
732-235-9415 / hynesro@ca.rutgers.edu

Tracey Bacskay, Benefits Associate
732-235-9417 / bacskatl@ca.rutgers.edu

EMPLOYMENT INFORMATION:
(Job postings, Employment/Status Changes, General Information)

Tiesha Brown, Human Resource Generalist
732-235-9412 / browntj@ca.rutgers.edu

Handles all non-nursing titles (includes Physician Specialists, Physician Assistants, Dentists, Optometrists, UCHC Secretary, Mental Health Clinicians, Occupational/Recreational Therapists)

Stephanie Plaskow, Human Resource Generalist
732-235-9404 / plaskost@ca.rutgers.edu

Handles all nursing related titles (includes RN’s, LPN’s, UCHC Technician I, II, Medication Aides, Nurse Assts., APN’s and Nurse Managers)

DATA ADMINISTRATION:
(Employment Verifications, Name Changes, Time Accrual Questions)

Dorothy Copeland, HR Information Systems Specialist
732-235-9418 / copeladv@ca.rutgers.edu

Mary Martin, HR Information Systems Specialist
732-235-9419 / martinma@ca.rutgers.edu

PAYROLL QUESTIONS:

- All payroll questions should first be directed to the person who handles payroll time-keeping at your site (usually your support staff).
- If the timekeeper is unable to assist, contact your supervisor.
- Lastly, contact Melody Massa at the UCHC Central Office, (609) 292-4036 x5210.

Visit the HR website for updated news, forms, policies:
http://uhr.rutgers.edu/
Please refer to information for “Legacy UMDNJ Employees”

Job openings for Rutgers and Legacy UMDNJ positions:
http://jobs.rutgers.edu/JobOpenings.htm

To go directly to Legacy UMDNJ positions:
http://rutgers.hodesiq.com
Employee Assistance Program
1-866-EAP-UBHC (1-866-327-8242)
University Behavioral Health Care
242 Old New Brunswick Rd, Suite 330
Piscataway, NJ 08854

EAP is just a phone call away...
Did you know that anyone in your household is eligible to use the EAP?
All services are provided by your employer and free to you and the members of your household.
All services are confidential.
No information is shared with anyone without a written release from you.
Individuals and couples are seen for a variety of reasons such as: personal difficulties, relationship concerns, anxiety, depression, grief, stress and substance abuse.
We can help with family issues such as: parenting, single parenting, blended families and elder care.
Whatever your concerns, we are here for you.

Don’t be shy!
If you have ideas for future publications, a one time article or are interested in becoming a regular contributor to the UCHC Newsletter, please let us know!

Please email Shirley Lee at leesm@ubhc.rutgers.edu or Jennifer VanEmburgh at storicjd@ubhc.rutgers.edu.
We’d love to hear from you!

Brain Exercise Solutions

CRYPTOGRAMS

If I cannot do great things, I can do small things in a great way.
- Martin Luther King, Jr.

If you don’t have time to do it right, when will you have the time to do it over?
- John Wooden

Please submit articles by October 31st for the Fall Newsletter

Rutgers, The State University of New Jersey—UCHC Newsletter: Spring/Summer 2013
UCHC Excellence Award
Nomination Form

Guidelines:
1. A University Correctional HealthCare (UCHC) employee may nominate any other employee. (Administration Staff are not eligible for this award). Individual nominees must have at least met their probationary requirements.

2. Nominations should reflect the values stated in the UCHC mission, demonstrate exceptional customer service (to clients, staff and vendors), volunteering to do things above and beyond job duties, and/or making positive contributions to the overall success of the UCHC team.

3. Six staff will be selected annually for this award (3 every 6 months) and one staff from a supervisory position or higher will be selected annually.

Name of employee being nominated:

Title: ________________________ Facility/Unit: __________________

(Required)

☐ Excellence in Direct Care ☐ Excellence in support service

Explain in detail why you are making this nomination:
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________

Note: If additional space is needed, please use the back of this form or send an attachment via e-mail.

Signature of nominator: ________________________ Date: ____/____/____

Please print your name: ________________________

Please send this form to:
Quality Improvement, Attn: Lisa DeBilio, UCHC Central Office
Or fax to (609) 341-9380
Ongoing UCHC Continuing Education Log

Apr-Sep 2013

Name: _____________________________   Site: _____________________

Position: ___________________________

*** PLEASE PRINT CLEARLY***

<table>
<thead>
<tr>
<th>Date</th>
<th>Training Activity Description</th>
<th>Hours</th>
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*Once you complete this form submit a copy to your site Data Control Clerk/Secretary for entry into the UCHC Database.*

*Keep a copy (along with attendance verification for each activity) for your personal records.*

*Note: Staff meetings can be included as continuing education activities provided a signed attendance log is maintained.*