

# Connections

A Newsletter for the Members of Community Care



Taking His Shot:  
Cliff Pheifer Doesn't  
Let His Disability  
Define Him  
P.6

**PG. 10**  
**Spring**  
**Recipe**

LEEKs AREN'T OFTEN  
THOUGHT OF AS A STAND-  
ALONE VEGETABLE,  
BUT THEY SHOULD BE!

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# 5 Questions For...

JAMES HOLIFIELD, Behavioral Health Supervisor

## 1 Can you explain what you do and how long you have worked at Community Care?

I joined Community Care in 2008. I started as a behavioral health specialist and worked with our PACE and Family Care Partnership programs. I spent some time as a behavioral health coordinator with our Family Care program.

Soon after, I was offered the role of behavioral health supervisor, which I have done ever since. As a behavioral health supervisor, and a member of our Behavioral Health Resource Team (BHRT), I mainly help address the emotional, psychological, and behavioral health needs of our members. I supervise staff and I also consult and provide technical assistance to, Community Care team members and providers. I also provide direct behavioral health service and support to PACE members when needed.

## 2 How does the work you do help our members?

Our members can't always represent themselves in ways that are easily understood by the people they interact with. Often, the combination of this, and the response and/or approach of the people they interact with, can make it tough for them to get their needs met. As many years as I have worked

in this field, it has occurred to me that behaviors have meaning. We try to help give members a voice in the process of living their lives, through coaching, teaching, listening, facilitating, reflecting, interpreting, and by any other means necessary and appropriate. If we mix in a bit of authenticity, empathy, and respect, we hopefully end up with a few successful outcomes.

## 3 How did you get into this line of work and what do you enjoy most about it?

I played basketball in high school and some in college and I wasn't bad. In college I realized an NBA offer probably wasn't in the cards. I left college and worked in a factory for a few years. After some routine layoffs, I realized that if I stayed in that setting, I could not trust that anything would be any different. I returned to college to gain more control over that instability in my life. About that time my friend's older brother had just finished gradu-

ate school in social work at UW-Milwaukee. He would often talk about his experiences working with clients and their challenging situations, which more and more sounded consistent with my nature and the way I wanted to live my life. I have always been curious about human nature, about people and their experiences. Their stories continue to inform me and have served me well throughout my life.

## 4 Do you have any role models and how do they inspire you in your work?

It occurs to me lately that we are living through a significant time in history. Others before us have done the same. I have become more aware of what others have had to endure and have stepped up to face, often against great odds and at great risk to themselves. I am in awe of us and what we can do to respond to these situations, when called upon.

## 5 What do you enjoy doing when you are not working?

I most enjoy being at home. There are many other things that I enjoy doing, but all of it comes back around to just being at home when circumstance allows.

## A Message From Kenneth Munson, Community Care CEO

Dear members,

Hello and Happy Spring. As you are aware, the past year was a challenging one. The coronavirus pandemic changed everything. It disrupted our daily lives, prevented us from seeing our loved ones, and interrupted our regular routines. I am sure I am not alone in saying, I am happy 2020 is behind us.

I am optimistic about the future. At the beginning of this year, there was a sign of hope: people started receiving the COVID-19 vaccine. Today, vaccination efforts continue throughout the country, including here in Wisconsin.

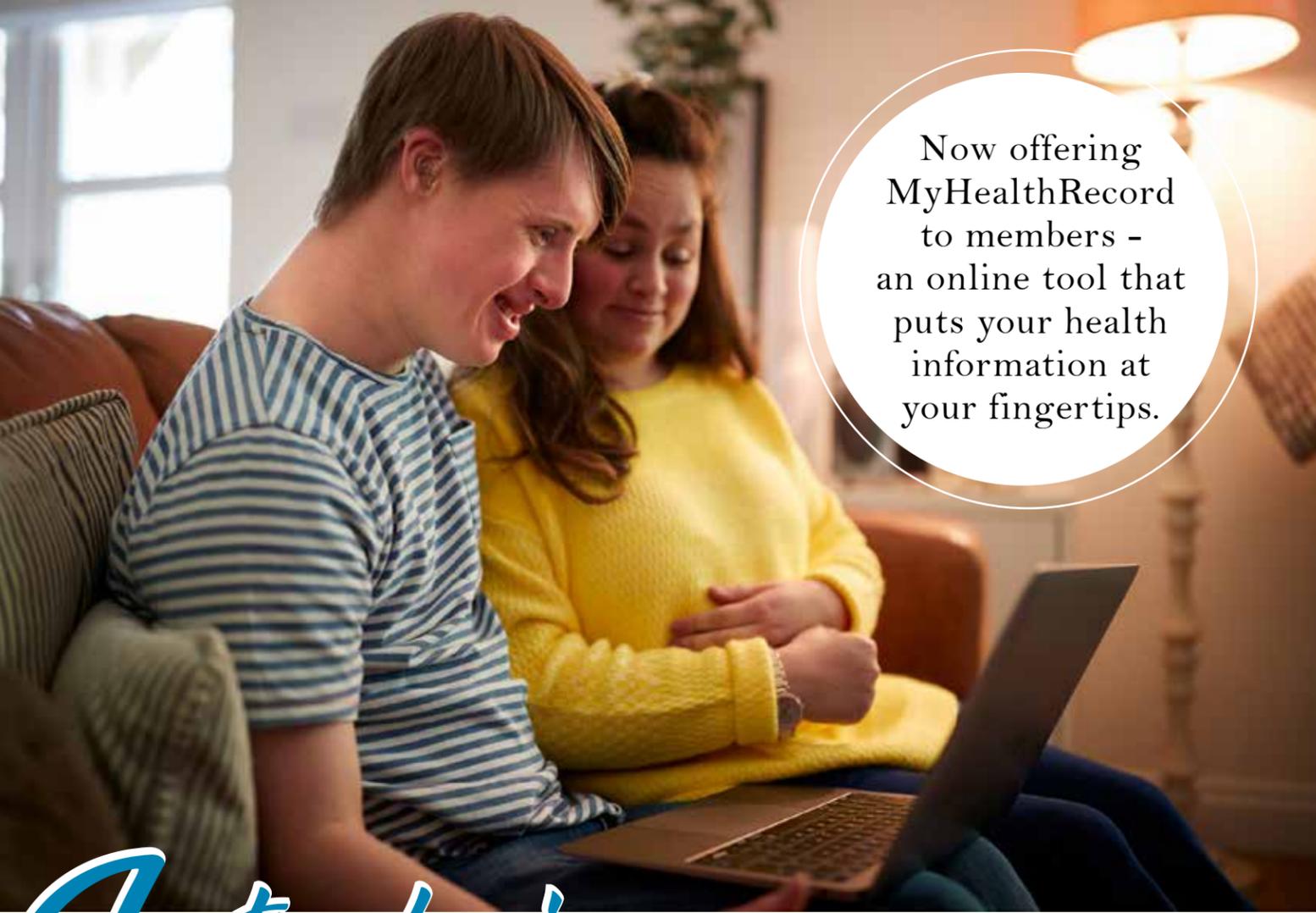
If you have not yet received the COVID-19 vaccine, we strongly encourage you to get it as soon as it becomes available, whether through Community Care or another provider. If you have questions about the vaccine, your care team can help you.

We also encourage you to continue practicing all the safety measures recommended by public health officials. We are all looking forward to the day when things begin returning to normal. The sooner people get vaccinated, the sooner that could happen.

Until then, take care of yourselves, stay safe, and enjoy the warmer weather.

Kenneth Munson,  
Chief Executive Officer





Now offering MyHealthRecord to members - an online tool that puts your health information at your fingertips.

# Introducing MyHealthRecord

MyHealthRecord gives you access to your medical records anytime, anywhere.

Community Care is making it easier for you to check your health records from the comfort of your home. MyHealthRecord is an online tool that puts your health information at your fingertips.

With a MyHealthRecord account you can check your health information at any time, send messages to your care team, or appointment information (PACE and Partnership programs only).

MyHealthRecord also gives members, or their guardians, access to important documents and information including medications and allergies.

### Who can sign up for MyHealthRecord:

- A Community Care Member
- A POA or Guardian
- A Family Member (member consent required)

You need an email address to create a MyHealthRecord account. If you are interested, please ask a member of your care team to get started.

## Share your Thoughts, Join the Member Advisory Committee



Would you like to help Community Care with the services it provides to members like you?

You should consider joining the member advisory committee. This committee is open to members or their guardians.

You will share your thoughts on the services Community Care provides to all members.

The committee identifies issues, discusses them, and offers solutions. Members are encouraged to express their views openly. It is important to have a good mix of people to share their experiences.

Committee members may have access to confidential information. Members must sign a confidentiality agreement.

The committee meets regularly. A member of Community Care's quality department helps to plan and run each meeting.

To join the member advisory committee, or to learn more, please contact our staff at 262-207-9325 or email [memberrights@communitycareinc.org](mailto:memberrights@communitycareinc.org).

## Appeal and Grievance Committee Looking for Members

Community Care would like more members, or their guardians, to serve on a special committee. This committee hears appeals and grievances filed by Community Care members.

A member perspective is important. The committee also includes program managers and supervisors.

Hearings are done by phone. They last about an hour. Members receive a call about upcoming hearings. They can choose to participate if they are available.

New members receive training before serving.

If you are interested in joining, please contact Christopher Olson, member rights specialist, at (262) 207-9305 or email at [christopher.olson@communitycareinc.org](mailto:christopher.olson@communitycareinc.org).



# TAKING HIS SHOT

*Cliff Pheifer doesn't let his disability define him*

Cliff Pheifer would be the first to tell you he is not an excellent shot, but he is by no means the worst. If pushed, he is more likely to tell you he is “mediocre.”

The simple fact that Cliff can hold a shotgun and shoot it is impressive, considering what he goes through to do it. The fact that he can track a “clay pigeon” racing across the sky and hit it is, well, pretty amazing.

Cliff, 66, lives in Kaukauna. He has been a member of Community Care’s Family Care program for about eight years. When Cliff was in his 30s, he learned he had Pompe disease, a rare genetic disorder that causes the muscles in the arms and legs to slowly weaken over time.

For the past 30 years, Cliff

has been confined to a wheelchair. In addition to needing a portable ventilator to help him breathe, Cliff cannot lift his arms above his head, which makes the fact that he shoots trap in a league all the more incredible.

About 10 years ago, Cliff started shooting trap at the Brown County Sportsman’s Club in Green Bay. He had hunted turkey and deer before, but never thought about shooting trap.

“I didn’t even think I would be able to do it, but I saw some guys shooting with a stick. So, I made myself one with some help from a machine shop,” Cliff said. “I’ve been shooting ever since.”

Dan Mercer, Cliff’s care manager, knew Cliff’s story was worth sharing. Last year, with coronavirus restricting face-to-face visits with members, Dan wanted to get out and

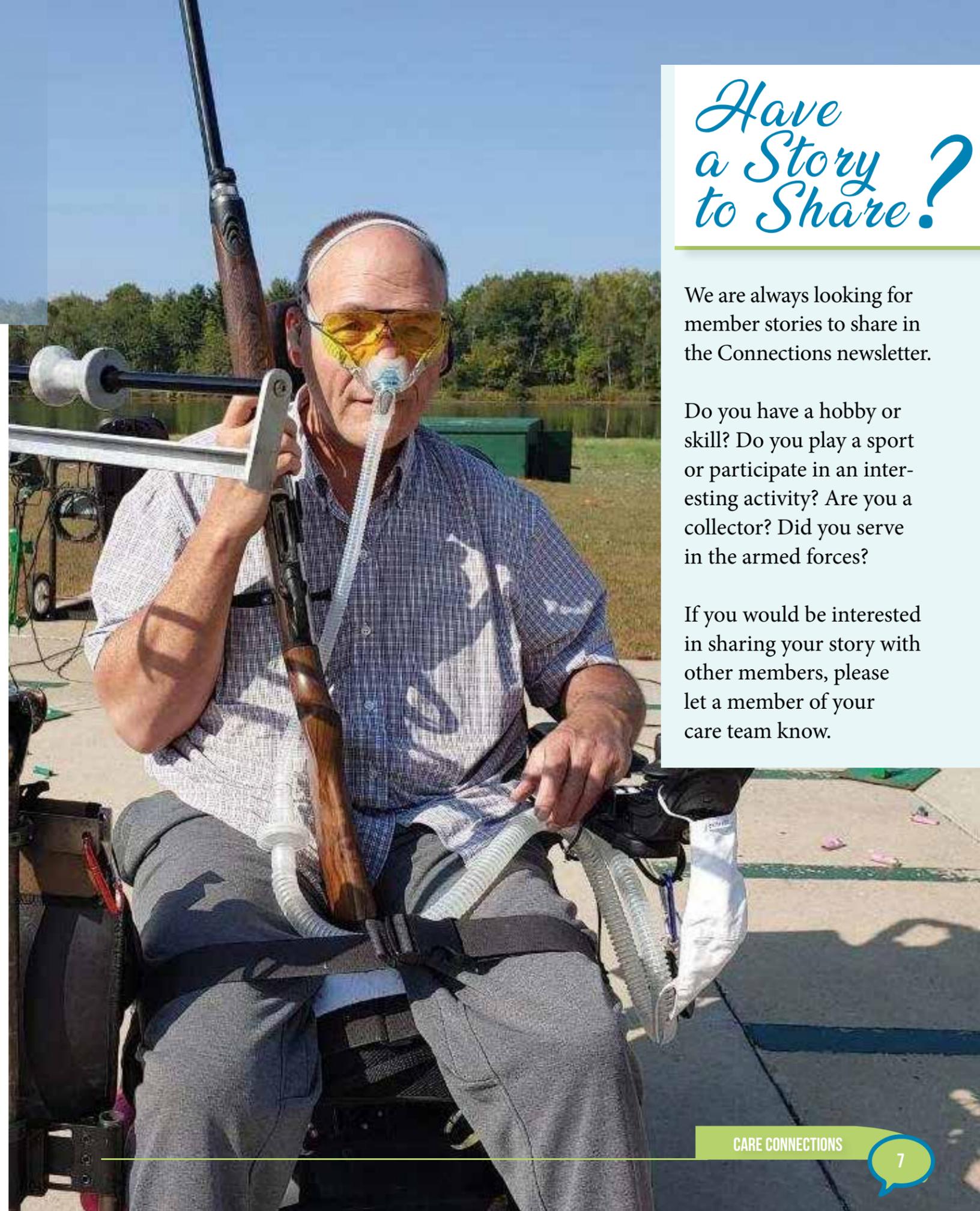
catch up with Cliff safely.

He knew Cliff shot trap, so he planned a visit. He wanted to see Cliff shoot.

“We spend so much time solving other people’s problems, or trying to make things easier, I wanted to see Cliff, who despite everything gets in his van, drives up there, meets with his buddies and does something he loves,” Dan said. “I could see how proud he was to have me there.”

Before becoming a registered nurse, Dan got his start in Emergency Medical Services. He joined Community Care as a care manager six years ago. It is a job that suits him well.

“I am a true believer that our life is a compilation of our stories. I wanted to know people’s stories,” Dan said. “By getting into nursing I was able to spend more time with my patients. Doing case management with Community Care gives me a great opportunity to learn that story.”

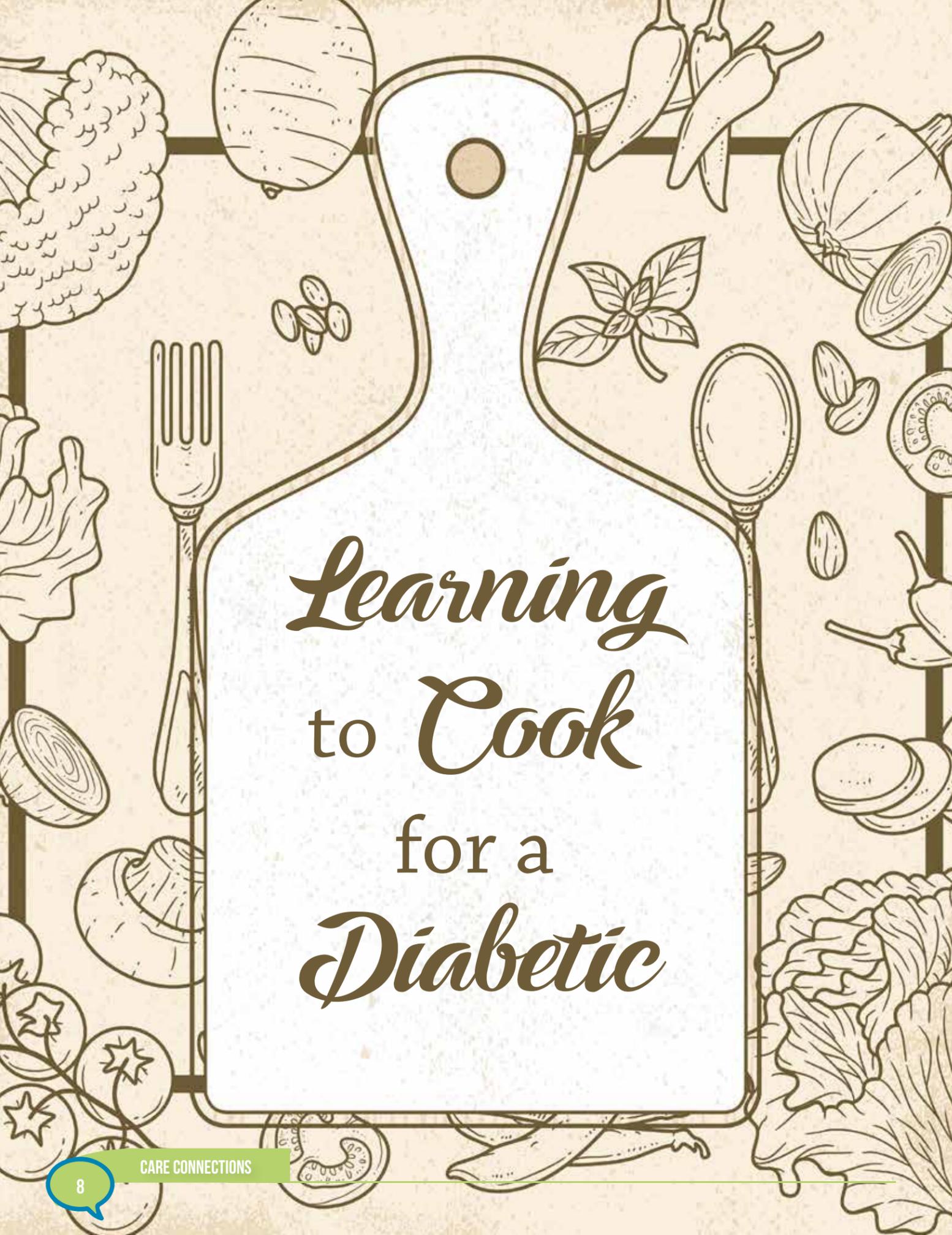


*Have a Story to Share?*

We are always looking for member stories to share in the Connections newsletter.

Do you have a hobby or skill? Do you play a sport or participate in an interesting activity? Are you a collector? Did you serve in the armed forces?

If you would be interested in sharing your story with other members, please let a member of your care team know.



# Learning to Cook for a Diabetic

## Cooking for a diabetic? Here's how to shop and make meals

### COMPARING FOOD ITEMS AND READING LABELS ARE KEY!

Having diabetes doesn't mean you have to shop in a special aisle or look for special foods. But you will need to make healthy food choices. Comparing items and reading food labels are key. Here are some valuable tips for finding the healthiest foods for you and your family.

#### Compare items

When you shop, compare items to find the best ones for your needs.

- "No sugar added" does not mean a product is sugar-free.
- "Sugar-free" means less than ½ gram of sugar per serving.
- "Fat-free" means less than ½ gram of fat per serving. This doesn't necessarily mean it is low in calories.
- "Low fat" means 3 grams of fat or less per serving.
- "Reduced fat" or "less fat" means 25% less fat than the regular version. Some of this fat may be saturated or trans fat. And the calories per serving may be similar to the regular version.

#### Make small changes

Don't try to change all your eating habits at once.

- Try fat-free or low-fat cheese, milk, and yogurt. Also try leaner cuts of meat.
- Try whole-grain breads, brown rice, and whole-wheat pasta.
- Load up on fresh or frozen vegetables. If you buy canned, choose low-sodium varieties.
- Stay away from processed foods as much as possible. They tend to be low in fiber

and high in trans fats and salt.

- Try tofu, soy milk, or meat substitutes. They can help you cut out cholesterol and saturated fat from your diet.

#### Plan meals

For good blood sugar control, plan what and when you'll eat. Start by making a meal plan that includes all the food groups. Three of the best ways to manage your blood sugar are to:

- Eat meals and snacks at the same time every day.
- Eat about the same amount of food.
- Exercise each day.

#### Reduce liquid sugars

Extra calories from sodas, sports drinks, and fruit drinks make it hard to keep blood sugar in range.

- Cut as many liquid sugars as you can, including most fruit juices, which are high in natural or added sugar.
- Drink plenty of water along with sugar-free beverages.

#### Eat less fat

If you need to lose some weight, try to reduce the amount of fat in your diet. This also can help lower your cholesterol level and

keep blood vessels healthier.

- Cut fat by using only small amounts of oil for cooking.
- Read food labels carefully to make sure you stay away from foods with unhealthy trans fats.

#### Time your meals

When it comes to blood sugar control, when you eat is as important as what you eat. You may need to eat several small meals, spaced evenly during the day, to stay in your target range.

- Don't skip breakfast or wait until late in the day to get most of your calories.

#### Cook wisely

- Broil, steam, bake, or grill meats and vegetables.
- Flavor foods with vegetable purée, lemon or lime juice, or herb seasonings.
- Remove skin from chicken and turkey before serving
- When making your normal recipes, cut sugar by one-half. Cut fat by one-third.

Source: Johns Hopkins University

# BRAISED LEEKS

## *in Vinaigrette*

Leeks aren't often thought of as a stand-alone vegetable, but they should be! They're easy and elegant, and just get better and better as they cook.



### INGREDIENTS

4 cups chicken stock  
 4 large leeks, white and pale-green parts only, tough outer layer removed  
 1 small shallot, finely chopped  
 1 garlic clove, finely grated  
 1 tablespoon red wine vinegar  
 1 teaspoon Dijon mustard  
 1 teaspoon whole grain mustard  
 1 teaspoon finely chopped fresh thyme  
 ¼ cup olive oil  
 Salt and pepper

### DIRECTIONS

Step 1) Trim root end of leeks and braise in a large pot of with the stock until meltingly tender (a paring knife should go all the way through with no resistance), 15–20 minutes. Transfer to paper towels to drain; let cool.

Step 2) Whisk shallot, garlic, vinegar, Dijon and whole grain mustards, and thyme in a small bowl. Gradually whisk in oil and 1 Tbsp. water; season vinaigrette with salt and pepper.

Step 3) Halve leeks lengthwise and arrange on a platter, cut side up; drizzle with vinaigrette and let sit at least 10 minutes before serving.

Step 4) DO AHEAD: Leeks can be made 1 day ahead. Cover and chill. Bring to room temperature before serving.

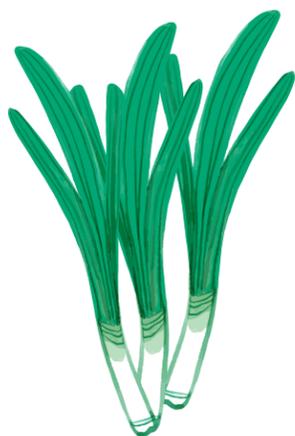


Photo sources: [www.bonappetit.com](http://www.bonappetit.com)

# SPRING CRAFTS

Celebrate the arrival of warm weather by making these fun spring crafts to add to your home.

## Hyacinth Flower Craft

### What you need:

- light blue cardstock paper
- green cardstock paper
- purple paint
- empty water bottle
- scissors
- glue
- small paper plate

### Directions:

- 1) Cut out skinny green stems and glue them onto your light blue cardstock paper.
- 2) Pour some purple paint onto your small paper plate. Dip your water bottle lid into the paint and then print it onto your blue cardstock paper, around your green flower stems to make your flowers.
- 3) After your paint is dry, cut out some leaves from your green cardstock paper and glue them onto the sides of your Hyacinth flowers.



## Umbrella paper plate craft

### What you need:

- glue (low temp glue gun, clear tape...)
- paper plate
- blue beads
- paint (or markers)
- white string or yarn
- black marker
- paint brushes
- scissors

### Directions:

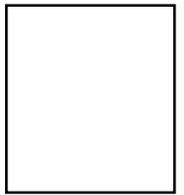
- 1) Cut off the bottom half of your plate and set aside.
- 2) Cut the bottom of your larger plate piece in a reverse scallop pattern for the bottom of your umbrella.
- 3) Using your black marker draw several lines from the top center of your umbrella connecting to each point on the bottom of the umbrella and outline the outside.
- 4) Paint each section of the umbrella a different color and let dry.
- 5) Cut the bottom piece of the plate you set aside into a handle for the umbrella and glue to the back bottom center of the umbrella.
- 6) Cut about 7 10" pieces of yarn and tie 4-5 blue beads into each strand and double knot the bottom beach on each strand. Glue strands onto back bottom points of umbrella.



Sources: [www.iheartcraftythings.com](http://www.iheartcraftythings.com) and [www.easypeasyandfun.com](http://www.easypeasyandfun.com)



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