



STRESS—IT'S MORE DECEPTIVE THAN YOU THINK, PAGE 2

Employee reflects success of employer job carve—determination
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New Website, New Look, New Feel
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Dirkse Counseling Quarterly

Beaverton, Oregon

DEVOTED TO IMPROVING THE LIVES OF OUR CLIENTS

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HEIDI'S THOUGHTS Reflecting on Past & Future

By Heidi Dirkse-Graw
 DCC President

When I started Dirkse Counseling & Consulting almost ten years ago, I could have never imagined how we would grow or the heights we would reach. As providers of career and vocational services, human resource solutions and individual/couples counseling, we are a diverse company. Yet, we are able to maintain solid dedication to provision of top quality service designed with active input of consumers and provided within the context of sound business practice.

In January 2006 Dirkse Counseling & Consulting, Inc. was visited by two surveyors from CARF (Commission on Accreditation of Rehabilitation Facilities). CARF is an international accrediting body for health and human service or-



All types of businesses and individuals can benefit from DCC's diverse array of services in counseling and vocational consultation.

ganizations. For two days, the surveyors reviewed our Career & Vocational Service programs and evaluated our business practices. They interviewed the executive and direct level staff members, consumers, referring agents and the employers with whom we serve.

We are proud to announce that we received a full three-year accreditation in all services surveyed! These in-

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CARF Accreditation In the following areas:

- Comprehensive Vocational Evaluation
- Employment Planning
- Job Development
- Job Training
- Job Supports



www.carf.org

Potassium & Spring? A Season of Change

By Andrew Lundgren

As the weather changes from wet to less wet here in the Northwest, and the sun stays out just a little bit longer, we realize Spring Fever is upon us. Many people are preparing for their next landscaping, gardening, and flower bed venture.

This is also a great time to cultivate a new sense about your diet. The longer days energize us and we begin to take on new

Please see **Spring Diet**, Page 3



Spring isn't just time for the flowers to blossom.

Heidi Dirkse-Graw,
 M.S., CRC
 President / Counselor

Glenn Bishop,
 M.S., CRC
 Vocational
 Rehabilitation
 Manager

Darla Samuelson,
 B.S.
 Testing Evaluator

Andrew Lundgren,
 M.A., MFT
 Job Developer /
 Counselor

Nancy White
 Job Developer /
 Consultant

Terry McAllister
 Job Developer /
 Consultant

Kayla Beckman
 Administrative
 Assistant

Address:
 10700 SW

Beaverton-Hillsdale
 Beaverton, OR 97005

Phone/Fax/Internet:
 503-672-9858
 503-672-7668
 dirksecc.com

Stress & You - Part I

By Heidi Dirkse-Graw & Andrew Lundgren

Stress is something familiar to all of us. We feel stressed out, pushed to the edge and our ability to cope declines along with our health. Research tells us that stress can stem from many factors and is centered around the bodies response to change. These changes can be real or imagined and be perceived as good or bad. Stress, therefore, is unique to each person.

The key to getting a handle on stress is understanding the different types of stress and sources of stress. Researchers, Larry C. Bernard, Ph.D and Edward Krupat, Ph.D have developed a *Biopsychosocial Model* of stress which proposes that stress comes from an internal source (through a neurological and physiological reaction), an external source (examples include an argument with your spouse, death in the family, angry boss), or through an interaction between the internal and external.

As a result, stress can be categorized as either *eustress* (good stress) or *distress* (bad stress). Based upon your perception and your body's reaction to the input

determines in which category your stress resides. It must be recognized that stress is on a continuum from good to bad and stress in and of itself is not always *bad*. When in balance, stress provides positive effects like motivation, self-awareness, energy, even feelings of

euphoria. When out of balance, stress brings a host of symptoms many dismiss as part of life. For example, preparation for a job interview may be a form of eustress in that it helps you prepare and plan. On the other hand, it can turn distressful when it causes anxiety, worry, restlessness, or headaches.

The worst part is that the impact of stress is on the rise in America and is impacting all areas of our life, especially our health. The American Institute on Stress states that stress is "America's No. 1 Health Problem."

So how can you manage stress? There are many answers, but only you can decide what is best for you. It is suggested that you start by asking yourself a few questions. On a scale of 1-10 what is the level of stress in your life? Are you okay with that level? What kind of changes have you been through lately? Are you experiencing adverse impact from possible stressors? Things like bad moods, negative or racing thoughts, illness?

Once you have a good idea of the stressors in your life and their impact, you are equipped to design a plan of action.



Tense about a pending job promotion? Stress affects you more than you realize. It can cause adverse physical, emotional, psychological and behavioral effects. Ultimately, stress touches you and those around you.

Recognition, First Step Toward Elimination

How stress may be affecting you. **Stress Symptomology:**

Headaches	Irritability	Negative Attitude
Body Aches	Mood Swings	Procrastination
Sleeping Problems	Feeling Pressured	Forgetfulness
Rapid Heart Rate	Overly Sensitive	Increased Alcohol use
Fatigue	Impatience	Withdrawal / Lonely
Grinding Teeth	Feeling Overwhelmed	Boredom
Low Sex Drive	Loss of humor	Frivolous Spending

For More Information

American Institute on Stress
www.stress.org

Mayo Clinic
www.mayoclinic.com

Stephen Burns, M.D.
www.teachhealth.com

National Center on Physical Activity and Disability
www.ncpad.org

Spring Diet - Cultivate the "Ripe" Diet this season with vegetables and fruits

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zest. There is an easy way to supercharge your new mood and stay on top of all the new activities Spring brings. It can be as simple as adding two bananas a day to your diet. The reason is in the potassium.

A research study conducted by Dr. Deborah Sellmeyer of the University of California found that postmenopausal women who consumed potassium rich foods lost less calcium due to the sodium-blocking agent of potassium.

Research also shows that potassium is beneficial in lowering blood pressure. The FDA states, "diets containing foods that are good sources of potassium and low in sodium may reduce the risk of high blood pressure and stroke."

The National Dairy Council's website (www.nationaldairy-council.org) shows that potassium helps regulate metabolism, water balance and reinvigorate muscle energy because it is stored in the muscles.

But just how much potassium does the body need? According to the *Dietary Guidelines for Americans, 2005* it is recommended that the daily intake for Adolescents (14—18 years) and Adults is 4,700 mg per day. If we look to bananas alone and if one banana contains approximately 435mg, that's approximately 10.8 bananas a day. Perhaps for a chimp, but for the average adult?

A 2004 Dietary Guidelines report showed that adult men only consume about two-thirds their recommended potassium intake.

There's got to be a better way. There is. Look to variety with dairy,

fruits and vegetables, and learn to cultivate a healthy change to your diet slowly. Potassium rich foods include: spinach, yogurt, oranges, almonds, and potatoes. Follow the list below for exact figures.



Keep the spring in your step by adding a healthy dose of bananas to your diet.

POTASSIUM RICH FOODS	
Start making changes to your diet this Spring / Summer and notice the difference.	
<i>Add these to your grocery list</i>	
Spinach (1 c. cooked)	838 mg
Potato (with skins)	721 mg
Avocado (1/2 medium)	600 mg
Raisins (1/2 c)	598 mg
Prune Juice (6 fluid oz)	530 mg
Banana (1 large)	500 mg
Cantaloupe (1/4 medium)	368 mg
Milk (1 oz)	366 mg

Thoughts - CARF means "Agents can trust they are receiving the highest quality in the field"

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clude the overriding category of Community Employment Services with individual accreditation in Comprehensive Vocational Evaluation, Employment Planning, Job Development, Job Training and Job Supports. CARF accreditation means that consumers, business and referral agents can trust that they are receiving the highest quality available in the field.

I want to express sincere gratitude and congratulations to my staff for this great accomplishment! We could not have achieved this level of recognition without the loyalty and dedication of their time and talents.

COMPUTERS & TECHNOLOGY

DCC Launches new website!

In an effort to update and become more accessible to it's clientele,

Dirkse Counseling & Consulting, Inc. has officially launched

its new website this past month. Heidi

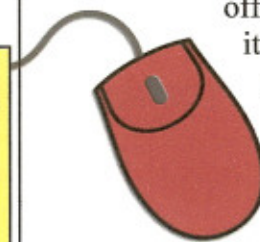
Dirkse-Graw

states that this is long overdue saying,

"It's been over six years since the first design."

It has been greatly improved providing staff biographies, service descriptions that detail how you can benefit specifically from DCC services, links to useful websites and access to past newsletters. Check it out!

<http://www.dirksecc.com>



DCCWORKS

A LOOK HOW DCC & EMPLOYERS TOUCH LIVES

DCC Profile | Job carving can prove to be more successful and less difficult than thought

By Andrew Lundgren

TANASBOURNE - When Ryan originally started with DCC, he was eager and motivated to work. Eagerness came through his smile and the motivation came through his persistence in asking when he could start work.

He was placed into job placement based upon his work history and motivation. When an opportunity to work with a local retailer came forth, he was ready. There was one caveat; the employer was not ready... at least to hire.

Ryan agreed instead to work in a non-paid assessment for four weeks to prove himself. At the end, it was discussed that a facilitation to hire would be sought. All parties were in agreement.

Unfortunately, the employer stated at the end of the assessment that they would be unable to hire Ryan in the position he was working. It basically came down to the need to have someone who could be cross-trained "like everyone

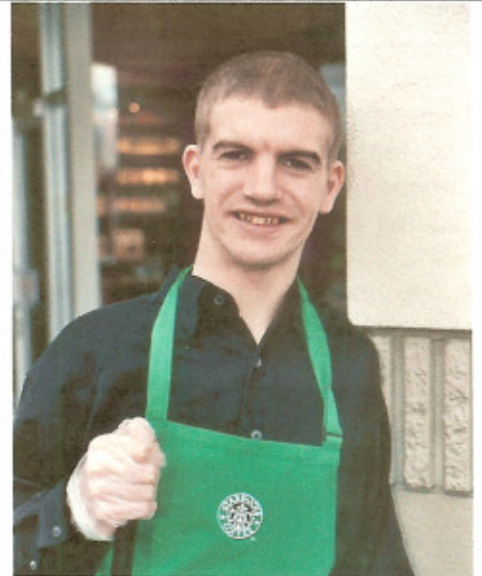
else", management said. This, coupled with their budgetary constraints left them unable to "carve" a position for him. DCC felt that this meant it was not a match for Ryan.

A few months after this let-down, DCC developed a lead with a local Starbucks. The store manager indicated he was interested in hiring someone for "sliding" (i.e. light cleaning, stocking duties) and had been thinking about carving out or creating a new position to do just these tasks.

Again, another caveat: They too wanted to "try out" the person. A non-paid assessment conditional to hire was discussed.

Ryan, although disheartened from his first assessment, agreed now for a second time to participate, showing his continued persistence to work in the community.

While coaching, training and consultation are key throughout the assessment, ultimately successful job carves occur when the employer has a clear understanding of the roles and expectations and is willing to leverage off of the indi-



ANDREW LUNDGREN/DCC STAFF

Ryan, a Starbucks "partner" is proud to be working and getting ready to move into his own apartment in May.

vidual's strengths and skills.

From a business sense, Starbucks took a chance but always had an inherent belief that a "carve" can work. Ryan has proven to everyone that they do work. Now after working over 120 days Ryan continues to demonstrate a solid work ethic and positive attitude. He's also eager to talk about getting ready to move out on his own.

Consumer Satisfaction— Why it's so important

By Heidi Dirkse-Graw

At DCC, consumer satisfaction is the cornerstone to designing and delivering services that make a difference in the lives of the people, businesses and organizations that we serve. On a regular basis, each person and/or entity receiving services in a certain time frame is pro-

vided with the opportunity to share feedback regarding their individual experience with DCC.

We look at whether someone agrees that they were involved in the planning of individual goals, whether their services were perceived as being quality, and whether staff was responsive to their needs.

We also ask for areas where people might like more informa-

tion. The end result is information we use to inform staff training, service design and business expansion. Consumer satisfaction is the data that drives our ability to fulfill our mission.

NOTE: The information provided in this publication is educational; it is not medical advice. Please see your qualified health care practitioner with any health concerns you may have.