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*At NorthStar Regional, our purpose is to help those struggling with mental health or substance use disorders **move forward in hope.***

*The NorthStar Beacon is published by NorthStar Regional, 102 East Second Street, Chaska MN 55318  
952.448.6557  
northstarregional.com*

## Developing Hope and Emotional Healing

*by Hal Baumchen, PsyD, LP, LADC, President of NorthStar Regional*

Chronic emotional problems and the need for treatment can often leave one discouraged. Difficult situations, failures, and past disappointments can be emotionally overwhelming and often become the reason to seek help.

Challenges from the recent past often affect the present moment, and previous hospitalization or counseling and returning symptoms can add to one's discouragement. It is important to understand the effects of discouragement, but also know, with assurance and confidence, that hope can be built.

### Wishful Thinking

A client recently said, "Here I am, sitting on the train track, hoping the train doesn't hit me." This bleak statement was actually an important acknowledgment that hope and confidence have to be tied to the positive aspects of change. Developing hope is not a useless act of building up wishful thinking and fantasy. Rather, it is a commitment to set realistic goals, receive help from others, change your attitude, and make emotional and behavioral improvements. These steps bring a sense of encouragement and inspiration.

### Self-Talk That Inspires Hope

Contrary to wishful thinking, hope is the thought and belief that good things and better days are ahead. We continually move in the direction of how we think and what we speak. This is true of how we think and speak about ourselves as well. Thinking negatively about yourself will lead you to talk negatively about yourself. But if you speak positively, you will move more confidently in a positive direction. Use statements such as "I am valuable, talented, and worthwhile."

Remember, you are getting stronger, you can make positive contributions to others and you are able to deal with setbacks along the way. Spend time each day purposefully making positive declarations. Rehearsing positive statements will help you feel hopeful and become more self-confident.



*Dr. Hal Baumchen is the president and clinical director of NorthStar Regional. A licensed psychologist and licensed alcohol and drug counselor with over 30 years of counseling experience, he is the author of the Journey to Recovery curriculum series.*

# NorthStar Regional's January Shining Star

NorthStar Regional is pleased to introduce a new employee recognition program in 2020. The NorthStar Regional Shining Star Employee of the Month program recognizes exceptional service by NSR staff members to the organization and to our clients. Employees are nominated by their managers, and the Shining Star for each month is then chosen by the management team.

Congratulations to the January 2020 NorthStar Regional Shining Star Employee of the Month, Dawn Richardson!

Dawn displays exemplary attitude and character, is a superb model of our mission, and has demonstrated willingness to go above and beyond her normal duties

and responsibilities. She inspires others, creates camaraderie and team spirit, challenges and encourages others, and makes significant contributions to our clients.

Dawn manages all bed availability in our system – residential, Intensive Out-patient (IOP) with lodging and sober housing. She is responsible for billing for all residential beds and all co-occurring disorder individual sessions. She also obtains authorizations for all residential, IOP and IOP with lodging clients, including getting authorization extensions so that clients can receive more care when necessary.

Her “We’ll get it done!” attitude is always carried out with a smile on her face as



**NSR CEO Jason Vanderscoff presents Dawn Richardson with her Shining Star certificate**

she answers client and staff funding questions and steps up to help in whatever ways she can.

*Thank you, Dawn, for everything you do to help NorthStar Regional help our clients!*

## NorthStar Regional at the Chaska Two Twelve Medical Center

### Location Overview

NSR provides outpatient mental health counseling in the Two Twelve Medical Center located just off Highway 212 and Highway 41 in Chaska.

- **ADDRESS:** 111 Hundertmark Rd, Suite 450, Chaska, MN 55318
- **PHONE:** (952) 368-0450 **FAX:** (952) 368-2353



### Meet Our Two Twelve Medical Center Therapists

For complete therapist bios, visit [northstarregional.com](http://northstarregional.com).



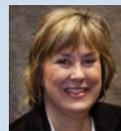
**Melissa Doucette** is a Licensed Marriage and Family Therapist. Her interests include anxiety, depression, parent-child relationship issues, eating disorders, trauma, couples counseling, women's issues, and adolescent adjustment issues.



**Christine Guy** is a Licensed Professional Clinical Counselor. She is experienced in helping people address a range of concerns including anxiety, depression, trauma, women's issues, and adjustment to a variety of stressors.



**Daniel Hoffman** is a Licensed Professional Counselor. His interests include anxiety, depression, self-esteem, chemical dependency, behavioral addiction, and everyday functioning.



**Linda Johnson** is a Licensed Psychologist. Her areas of interest include spiritual, emotional, physical, and sexual abuse; eating disorders; depression; anxiety; grief and loss; and stress management.



**Lisa Logelin** is a Licensed Professional Clinical Counselor. Lisa's interests include anxiety disorders, crisis services, depression, grief and loss, marital conflicts, panic disorder, and relationship issues.



**Jeremy Stapel** is a Licensed Marriage and Family Therapist. His interests include couples & family counseling, child therapy, trauma & abuse issues, depression, and anxiety.



**Rev. Dr. Steven Witmer** is a Licensed Professional Clinical Counselor. Steve loves to help people experiencing crisis find peace and comfort in real, tangible ways.

# NSR's Behind-the-Scene Heroes

by Tim Bode, Director of Marketing & IT

When you think about those involved in providing treatment for a mental health or substance use disorder, you most likely think about a therapist or counselor, and rightly so. These trained professionals are the people who directly impact our clients' progress towards hope and healing.

But at NSR there are many "unsung heroes" who also work to make treatment for our clients possible. Because we don't have room to talk about all of those behind-the-scenes people individually, let me introduce you to some of the departments that help keep NSR running so that our clients can be served.

**Admissions.** The admissions staff helps our clients with the process of starting treatment at NorthStar Regional, including scheduling and reviewing assessments and transitioning between levels of care.

**Compliance.** This department ensures that we meet all government and insurance policies and regulations pertaining to the delivery of our services.

**Chemical Dependency Technicians.** The CD techs at our residential treatment centers and IOP with lodging facilities assist the treatment staff in many ways, and are a primary point of contact for clients in those programs.

**Finance and Billing.** Our finance and billing team handles money coming into and going out of the organization. This is a complicated area at any business,

and at NorthStar Regional, we have the added layer of dealing with government and insurance funding.

**Front Desk.** The voices of our front desk staff are the first ones you hear if calling to make an appointment, set up an assessment, or just ask a question. These knowledgeable and dedicated staff members are ready to help each client find the right level of care.

**Human Resources.** From job postings to interviews to onboarding new employees, our HR department helps us find and maintain the staff we need.

**Information Technology.** Computers, software, phones systems, copiers and network infrastructure all play key roles in the work our staff at NSR does every day. The IT department helps to keep all of this running smoothly.

**Lab Technicians.** NorthStar Regional has its own in-house lab that performs some of our drug screens. Our lab technicians help us ensure that clients are in compliance with the requirements of their treatment program.

**Maintenance and Housekeeping.** Our maintenance and housekeeping staff make sure that our facilities stay clean and in good repair, a task that continues to grow as we do!

**Marketing.** The NSR marketing department manages not only the "old-fashioned" marketing tools like print pieces



or face-to-face visits, they also utilize a variety of online communication vehicles that help tell the NSR story.

**Kitchen Staff.** NSR has three commercial kitchens, at both of our residential facilities and at our Sugar Creek campus. Our cooks and dishwashers make sure our clients at those locations are well-fed.

**Drivers.** Transportation to and from treatment is sometimes necessary for clients, both those in residential treatment and those in one of our Intensive Outpatient with Lodging programs. NSR drivers make sure clients are transported safely and efficiently as needed.

**Scribes.** NSR scribes help our psychiatry staff provide optimal and efficient care by taking notes in our Electronic Health Records system.

As you can see, it takes a lot of people to keep an organization like ours running, and NSR is grateful for the dedicated service of these employees, who in many cases, go unrecognized.

*Thank you for your service to NorthStar Regional and to our clients!*

## The Future of NorthStar Regional



by Jason Vanderscoff, CEO

*"Vision without action is merely a dream. Action without a vision just passes time.*

*Vision with action can change the world."*

– Joel A. Barker

Looking back over 2019, and all that NorthStar Regional has developed and accomplished, makes me grateful and proud of the past and excited for the future. The need for mental health and addiction treatment services has never been higher. Parts of the state's treat-

ment system are incomplete, underfunded, and understaffed especially in rural communities. Even in our own programs, we are drawing from a wider circle — including Carver, Scott, and Hennepin counties of course — but also Wright, Olmsted, Brown, Rice, Dakota, Le Sueur, Sibley, Crow Wing, Stearns, Goodhue and several others.

As 2020 unfolds, I see the tremendous challenges for those who battle mental health and substance use disorders and feel the immense responsibility to

provide services for those in need. We remain committed in this new decade ahead to provide encouragement and support for individuals and families struggling with substance abuse and mental health issues. I am proud of the men and women who willingly work, day in and day out, extending a hand to our clients. Although often unnoticed, their dedicated efforts make an enormous life-changing difference. The vision of NorthStar Regional for the year ahead is filled with hope, help, and healing and the commitment to action that will make it happen.



102 East 2nd Street  
Chaska, MN 55318

*NorthStar Regional has  
locations in Chanhassen,  
Chaska, Maple Grove,  
and Shakopee.*

*If you received this newsletter from a friend or colleague  
and would like to be added to our mailing list, or if you  
would like to receive it electronically, please email your  
name and address (or email address for an electronic  
version) to [marketing@northstarregional.com](mailto:marketing@northstarregional.com).*

From all of us at NorthStar Regional

H A P P Y N E W Y E A R  
2020

***We would love to hear from you!***

*Pleased with your experience here at NorthStar Regional?*



*Or please feel free to give us a review on* 