

NEBRASKA COMMISSION FOR THE BLIND AND VISUALLY IMPAIRED
PUBLIC MEETING

Saturday, August 11, 2007

Norfolk, Nebraska

Approved Minutes

Call to Order and Introductions: Barbara Loos, Chairman of the Board of Commissioners, called the meeting to order at 9:06 AM and welcomed everyone to Norfolk.

Loos went over the agenda items, and introductions were made. Commissioners Present: Barbara Loos, Lincoln; Darrell Walla, Omaha; Nancy Oltman, Hastings; Bill Orester, Lincoln; and Bob Burns, Omaha. Commission Staff in Attendance: Dr. Pearl Van Zandt, Executive Director, Lincoln; Bob Deaton, Deputy Director, Lincoln; Fatos Floyd, Training Center Supervisor, Lincoln; Connie Daly, Lincoln District Supervisor, Lincoln; Nancy Flearl, Omaha District Supervisor, Omaha; Candy Laursen, North Platte District Supervisor, North Platte; and Glenn Ervin, Orientation Counselor, Norfolk. Members of the Public Present: Dan Bird, Omaha; Linda Mentink, Columbus; Alise DeCora, Winnebago; Henry Kamphaus, Norfolk; and Jan Mackey, Norfolk. Loos thanked Linda Mentink for taking notes and Dan Bird for recording the meeting.

Announcement Concerning Public Comments and Meeting Recordings, Lunch Arrangements and Other Logistics: Loos stated that meetings are now recorded digitally, no longer taped, and individuals can request a copy through the Commission. Flearl informed everyone of the lunch arrangements.

Minutes of the June 2, 2007 Meeting: Loos stated that the Board had received one correction via email. Van Zandt had requested a correction concerning her report. Since the timer went off prematurely, she was able to complete her report after all. The sentence stating that she would submit her report in writing was accidentally left in the minutes and should be removed. Orestor moved and Burns seconded that the minutes of the June 2 meeting be approved as corrected. Loos stated that, because public meeting laws have changed, a roll call vote must be taken on every vote and that print and Braille copies of the public meeting law must be and are available at every meeting. The roll call vote was taken and it was unanimous in favor of the motion.

Focus Topic: Services To Native Americans, NCBVI: Nancy Flearl thanked Alise DeCora for getting up very early to travel from Winnebago to Norfolk. Then she gave a report based on the materials sent to the Board prior to the meeting. (See attached.)

Candy Laursen talked about services NCBVI provides to those on the Rosebud and Pine Ridge reservations. Deaton stated that .88% of the population of Nebraska is Native American and the Commission is serving more of them now than ten or twenty years ago.

DeCora then shared her story. Floyd talked about the good relationship between the Center and the Indian Center in Lincoln. Van Zandt added that on the national level, just as the Rehab Act allows for states to have separate agencies for the blind, there's also a section that allows states to have separate rehabilitation services on the reservations run by the nations. Nebraska is not one of those states.

Van Zandt and Loos both expressed appreciation for DeCora's taking the time to come and share. Loos encouraged her to let the Commission or counselors know if she thinks of anything after the meeting that will help to bridge the gap of services to Native Americans. Loos thanked all the staff for their work to make things easier and more flexible.

Public Comments: No comments.

Break: The Board took a 10 minute break.

Report from the Chairman: Loos reported that she missed both of the conference call meetings of the State Rehab Council (SRC) and Boards Networking Group. One was on June 4th and one was on August 6th. She thanked Oltman for being at those meetings. She was sorry not to be able to attend the Deaf-Blind Awareness Ceremony on June 20th. She was glad the Board got the proclamation and stated that there are now interpreters at those ceremonies. She submitted an online state council survey to the Development Associates, Inc., for the Rehabilitation Services Administration, but is not sure what they will do with it. Loos stated that she handed out certificates at the Work and Gain Experience in the Summer (WAGES) Banquet on July 20th, and enjoyed meeting the students who now have some work experience. The staff survey was tabulated and sent out to staff. She submitted the Executive Director's evaluation. Loos stated that the Board is always glad to get updates on things, and that it is good that the certification law for counselors is now in place. She is hoping that people will continue to submit information on the statewide needs assessment. She is not quite clear about whether the Board is supposed to do that kind of thing or not. She is glad that the Board got the information concerning the State Plan, and hopes it is all finalized now. She was sorry to hear about the death of Val Peery's grandmother.

Loos reported that the Board has received more inquiries than usual from the public and consumers. She stated that it was good to hear of the increase of Jan Stokebrand's hours, pleasing to hear about the new position in the Center and good to know that Hussein's paperwork came through. She hopes the Center can be fully staffed shortly. Loos stated that she also hopes that the workstation purchases will not have to be on hold for a long time. Loos stated that she enjoyed touring the Norfolk office. Loos stated that it was great to receive the anniversary letters and the note from Van Zandt about those who haven't received theirs yet not being forgotten. Loos reported that the Board appreciates receiving the notices for the Hadley School seminars and other things, so that participation in those events is possible. Loos reported that the Board appreciates receiving the financial reports and the memorial letters regarding donations and income. She hopes there will be people going to the conference on residential centers for the blind in December. Loos stated that the eFORCE information sounds interesting.

Oltman reported that she thinks networking with other Boards and SRCs is a really good idea. She was pleased that several people were instantly interested in the staff survey. She sent it to several different states who were interested in what kinds of questions were on it. Van Zandt reported that it has been an interesting and worthwhile group, with topics which are a little bit different each time. Those who attend are core people and some different people every time. They have received approval from the National Council of State Agencies for the Blind for payment of those calls through the end of the year. She did not have the date for the next one, but it will be a Monday in October.

Public Comment: No comments.

Report from the Executive Director: Van Zandt stated that NCBVI's field services have served 1067 people this year. There are 524 people in the Vocational Rehabilitation track. Since October 1, 39 people have successfully closed their cases with employment and 49 have unsuccessfully closed their cases. Independent Living has served 543 people; 129 have been successfully closed since October 1 and 20 have been unsuccessfully closed.

At the Center, Sahar Hussein is authorized to start as the temporary Visually Impaired Orientation Counselor II, under Fatos Floyd, beginning August 13, 2007, and is authorized through October 30, 2007. Hussein will teach the computer classes through the State Office Services (SOS).

Van Zandt stated that between 1996 and July, 2007, 153 full-time clients have been served in the Center. Of those, 91.4% have achieved their employment goals (not counting clients still in school or other training). 74% are in competitive employment, and 17% are homemakers. 24% of those at the Center are still students. 6.5% are not working.

Van Zandt reported that the Center had many activities last quarter, including dinner at Fatos and Michael Floyd's home, a two-day camping expedition, and attending the ACB and NFB National Conventions. Clients and staff are working on shopping for and replacing furniture in the apartments. Staff and students went along with the Project Independence event to a Saltdogs game and grilled supper together.

Van Zandt reported that Eric Sandberg will complete his training in mid-September and will become the new apartment resource person. Three college students have been in training this summer, one with WAGES.

One offshoot of the networking calls is that Van Zandt was asked to participate in a panel with Paul Edwards at the ACB National Convention. The topic was getting involved in your state, "When the Governor Calls." A recording of that meeting is available on two CD's. Van Zandt will be glad to make copies for interested persons.

Van Zandt reported that the In-service Training Report and the State Plan have been completed in the last quarter, with many revisions. The follow-up from the RSA monitoring visit, which included finalizing the goals and strategies, has also been completed. A report from RSA about their monitoring of the Commission will be coming soon. The regional directors and the field directors met in Kansas City. Van Zandt attended a Center Alumni picnic. The alumni group is nearing the end of its life, but there is nothing official from the president yet and they are having one final fundraiser: a Husker ticket raffle.

Van Zandt went to the Minnesota Blind Services office where she met staff, one of whom is Deb Clark, who used to work in our Omaha office. She also met with a person in charge of the Older Blind Services to share ideas.

Van Zandt stated that, while attending both national conventions, she met with agency directors and organization leaders. At the NFB Convention, she was asked to mentor graduate students who are in a low vision program. She also attended the meeting of the National Blindness Professional Certification Board.

Van Zandt attended the Families Connecting with Families Conference, in Omaha and said it was well attended and very good.

Van Zandt reported that both the Kansas and South Dakota Blind Services Directors have contacted her recently with questions and they have compared notes. She also spoke to the Nebraska Association of the Blind in Nebraska City.

Van Zandt reported that the position description questionnaire has been completed and NCBVI has received approval to hire both a Braille instructor in the Center and a Program Specialist for Older Blind Services. Both positions will be posted soon. The Voc Rehab Tech position in Omaha is still vacant and NCBVI is looking at partnering with the Area Agency on Aging and the elderly employment entity of the Omaha area for some part-time placements.

Van Zandt reported that the Work and Gain Experience in the Summer (WAGES) program was a success and that she and Loos attended the banquet and handed out certificates to the employers and the students. Van Zandt stated that the mentoring program is going well.

Van Zandt reported that the Deputy Directors are attending field office meetings, either separately or together, in order to have better communication between field counselors and administrative staff.

Van Zandt reported that we are exchanging our old state vehicles for new vehicles. We are now required to lease vehicles for 5 years and then replace for the next lease period.

Van Zandt reported that several staff members have been trained and certified to do procurement through the state's NIS system.

Peery has completed motor vehicle record checks on all staff and drivers who drive state cars.

Van Zandt reported that Peery continues to provide leave balances to all of the supervisors in order for them to be able to monitor and manage their leave. Peery also has been working on the annual fixed asset inventory which is due at the end of August.

Van Zandt reported that Vicki Rasmussen informed her that there have been no CAP cases this quarter. The Placement Committee is not meeting this summer. Rasmussen is working with Laursen on satisfaction surveys, which will be done at the end of August. This will provide a way to survey individuals during and throughout their program instead of just at closure. Rasmussen also presented at the College Workshop and let people know that the Disabilities Hotline Brochure and the Client Assistance Program Brochure are now available in a CD format. Copies will be in all NCBVI offices.

Van Zandt stated that several staff went to the Iowa Department for the Blind to look at the eFORCE. One of the blind vendors there had a really good way to mark vending machines. Terry Harris went to Iowa to look at the system and is in the process of implementing it here. It is a notebook of Braille in a sleeve hanging from a chain on a hook attached to the machine. The notebook can easily be removed and updated. Van Zandt reported that a vendor in Omaha is vacating his facility, which will be added to the Zorinski Building when it becomes available again soon. Pop machines have been added to the snack service at the City County buildings in Grand Island.

Van Zandt reported that Deaton presented the peer support group leadership training workshops across the state and that he also managed the work of Project Independence along with several other staff members. NCBVI received \$500 from the Nebraska Foundation for Visually Impaired Children, as well as a donation from a private company from someone whose child attended, to support Project Independence.

Van Zandt stated that NCBVI is continuing to work with Dr. Fred Schroeder as a consultant with field staff regarding employment.

Van Zandt reported that eFORCE was installed on the network, crashed on July 24th, and was again operational on August 6.

Van Zandt reported that NCBVI is still hoping to order new workstations, but currently ordering has been put on hold.

Van Zandt stated that Brown will be attending a Financial Managers Regional meeting in Chicago next week.

Van Zandt stated that a car crashed into the Norfolk Office and that the Lincoln Office sustained a minor flood.

Van Zandt stated that NCBVI has been working to establish guidelines with regard to what will be charged to people from other states attending the Nebraska Center for the Blind. An individual will be charged \$900 a week if lodging is not provided and \$1000 for students who stay in one of the apartments. Nebraskans will not be displaced by paying students from elsewhere.

Public Comment: There were questions and a brief discussion about vending machine vandalism.

Old Business:

Budget Update: Van Zandt reported that case services are pretty much on target. There are still monies left in the Independent Living Part B, and the Older Blind funds. NCBVI has not spent very much of the supported employment money this year and has almost \$500,000 in Social Security claims that are pending. eFORCE will have some costs for maintenance and usage, but those amounts have not yet been determined. NCBVI has requested an additional \$20,000 for the Independent Living Part B fund, an additional \$200,000 for Vocational Rehabilitation Basic Support, and an additional \$100,000 for Independent Living Older Blind. Van Zandt then answered questions about the budget from Loos and Walla.

Oltman asked about the usage of the Assistive Technology lending program. Deaton reported that it is heavier than he thought it would be in Lincoln. Laursen stated that utilization is not as much as she thought it would be.

Van Zandt mentioned that the PILBO (Providing Independent Living for Blind Omahans) technology project for blind seniors is working nicely.

Website Update: Loos mentioned that the difficulty with the electronic suggestion box for staff has been resolved, as has the interactivity problem with the ListServ. Loos asked for feedback concerning the monthly web reports.

It was decided that Peery would continue to send the full report to the Board and others interested in receiving it should contact Van Zandt. Ervin said that it is cumbersome to get to the Center video link and asked if there could be a link to it right on the website. Van Zandt stated that she wasn't sure if that link worked any more, but she would like to have videos and interviews on the website. Brown and Djernes are working to make this possible. Van Zandt stated that there have been many changes to the homepage and website, but mentioned that a lot of updating is still needed. She encouraged the Board and the public to let her know if there is something they can't find, or if there is something that needs to be changed.

Friends of the Commission Update: Van Zandt stated that the preauthorized check way of donating to the Commission is not an option and that other options will need to be explored. Van Zandt stated that Friends would like to support the logo contest with a \$100 prize for the winning design. The Friends website has been created by Shawn Djernes but it's not activated yet because some text and posting still needs to be completed.

NIS Update: Loos stated that the Board had received an update from Wes Majerus.

NFB-Newsline®: Van Zandt stated that she has spoken with Dean Buse of the Kearny HUB and he is very interested in getting the HUB on Newsline but he needs more technical information. Osentowski is to provide the requested information.

Client Assistant Program (CAP) Complaints or Issues: Van Zandt stated that there are no complaints or problems.

Public Comment: No comments.

New Business:

Review and Possible Revision of Staff Survey: Walla was concerned that a question about Commissioners was on the staff survey and that he did not understand why. Loos said that it is crucial because it has to do with whether staff feel like the Commissioners are accessible. Discussion followed. There were no open-ended questions submitted by Commissioners for possible inclusion in the survey, so this item will be deferred to the next meeting. Oltman liked comments immediately after the questions, which some staff members did, rather than their necessarily putting them at the very end.

Logo for NCBVI: Loos stated that there had been a suggestion from Friends that a representative from Friends, the Executive Director, and a representative from the Board be the judges of the logo entries. Van Zandt read a draft of the criteria that Friends put together and the notice that will go out with the explanation of what the logo needs to be. Orestor moved and Walla seconded that the Board participate with the Friends of the Commission to develop a logo for the use of the Commission for the Blind. A roll call vote was taken, and the vote was unanimous. Orestor suggested that the chairman represent the Board, which was agreed upon by consensus. This contest will be publicized far and wide, and will run for 60 days. The notice will be reworked. After discussion, it was decided to ask for both a logo and a tag line (text description). Oltman asked if a raised model could be made and was informed it would be feasible.

The Board took a lunch break and reconvened at 1:02 PM.

Elections: Earlier in the meeting, Orester resigned as Vice Chairman. Loos declined to run for Chairman because she will not be on the Board for a full year. In response to a question by Walla, Loos stated that the Board terms run from summer to summer because that's when the Commission Board started. Burns moved and Orester seconded that Nancy Oltman be elected Chairman of the Board of Commissioners. A roll call vote was taken, and it was unanimous in favor of the motion. Burns moved, Orester seconded, that Darrell Walla be elected as Vice Chairman of the Board of Commissioners. The result of the roll call vote was affirmatives from Oltman, Burns, Orester, and one abstention from Walla. An election will be held in February for the Executive Session Secretary. Loos stated that the big job for that person will be to keep the operational motions that are relevant to new Commissioners updated and to make sure that Van Zandt and Peery get the motions for inclusion in the new Commissioners' virtual and/or hard copy packet.

Focus Topics for Next Meetings: Meeting dates, locations and focus topics are as follows: November 17, 2007, Lincoln, Partnership Between Educators and Rehab Service Providers; February 9, 2008, Omaha, Workings of the Business Office; May 10, 2008, Lincoln, the Center; August 9, 2008, location and topic to be determined; November 22, 2008, location and topic to be determined.

Public Comment: Flearl suggested that one of the future topics be Working with Employers.

Final Announcements: Loos thanked everyone for coming, the people who got the food ready for lunch, the people who made the hotel arrangements, Linda Mentink for taking notes, and Dan Bird for recording the meeting. Orestor thanked Loos for her courtesy and the way she has handled all the meetings. All agreed. Oltman stated that she hoped all ex-board members would be available to her for advice. Van Zandt thanked Alise DeCora for her input, after which the Board and public applauded and thanked her for her presentation.

The meeting was adjourned at 1:23 PM.

Respectfully submitted,

Linda Mentink

Barbara Loos, Chairman

NCBVI Board of Commissioners

General Information

The term "American Indian and Alaska Native" refers to people having origins in any of the original peoples of North and South American (including Central America), and who maintain tribal affiliation or community attachment. The 2005 American Community Survey estimates that the United States population was 288.4 million. Of the total, 4.2 million, or 1.4 percent, reported American Indian and Alaska Native. This number included 2.4 million people, or 0.8 percent, who reported only American Indian and Alaska Native in addition to 1.8 million people, or 0.6 percent, who reported American Indian and Alaska Native as well as one or more other races.

According to 2000 US Census information, Nebraska ranks 33rd among the 50 states in the total population of Native Americans living in the state. Nebraska has an overall total population of 1,711,263; the total population of Native Americans living in Nebraska is 15,216 or .9% of the overall population.

The leading health problems in the United States are cardiovascular disease, cancer, diabetes, obesity, depression, and accidents. American Indians experience these problems in disproportionately greater numbers. For example, the incidence of diabetes mellitus among American Indians is 15.3% (about 3 times that of the US population as a whole). In the Dakotas, about 40% of American Indians over the age of 45 years have been diagnosed with diabetes. Long-term effects of diabetes include heart disease, stroke, hypertension, blindness, kidney disease, amputation, dental disease, and complications of pregnancy. Genetics, nutrition and physical activity play an important role in the development of diabetes and its complications.

Demographic and Distribution of Cases:

Native American Consumers

Grand total IL from federal fiscal year 2004 through current was 18 broken down as follows:

IL for federal fiscal year 2004 was 4. All were aged 55 or over. All were served by the Omaha district.

IL for federal fiscal year 2005 was 5. 1 was under 21 years of age, 1 was between the ages of 22-54, and 3 were aged 55 or over. All were served by the Omaha district.

IL for federal fiscal year 2006 was 5. 3 were between the ages of 22-54 and 2 were aged 55 or over. 1 was served by the North Platte district and 4 by the Omaha district.

IL for federal fiscal year 2007 through July 31st was 4. All 4 aged 55 or over. 1 was served by the North Platte district, 2 by the Omaha district, and 1 by the Lincoln district.

Grand total VR from federal fiscal year 2004 through current was 39 broken down as follows:

VR for federal fiscal year 2004 was 7. 3 were between the ages of 22-54 and 4 were aged 55 or over. 3 were served by the North Platte district, 3 by the Omaha district, and 1 by the Lincoln district.

VR for federal fiscal year 2005 was 11. 9 were between the ages of 22-54 and 2 were aged 55 or over. 4 were served by the North Platte district, 4 by the Omaha district, and 3 by the Lincoln district.

VR for federal fiscal year 2006 was 9. 1 was under 21 years of age, 9 were between the ages of 22-54 and 1 was aged 55 or over. 1 was served by the North Platte district, 1 by the Omaha district, and 7 by the Lincoln district.

VR for federal fiscal year 2007 through July 31st was 12. 2 were under 21 years of age, 9 were between the ages of 22-54, and 1 was aged 55 or over. 3 were served by the North Platte district, 5 by the Omaha district, and 4 by the Lincoln district.

Services to Native American's:

In many aspects our service delivery does not differ. But it is our outreach and efforts to identify consumers and build the relationships on the reservations that differentiate services to this population.

Within our state we have the Pine Ridge Reservation that borders South Dakota and Nebraska, which is served by the North Platte District. Winnebago Indian Reservation, Santee Indian Reservation, Omaha Indian

Reservation and Ponca Tribe of Nebraska, all served by the Omaha District.

We have received referrals from resources on the reservation. As is the case across the state, a number of the referrals are older blind individuals, with Macular Degeneration. We do work with them on some independent living skills, basic techniques of daily living, but they are programs usually limited in nature.

In an effort to reach younger blind and visually impaired we have routine contact with the Health Centers on each reservation. Chronic diseases such as diabetes are prevalent in many Indian communities. American Indians suffer the highest rate of adult onset diabetes in the world. We meet annually to demonstrate techniques and technology and maintaining diabetes (talking blood glucose meters) Blood Pressure (talking blood pressure cuffs) weight and temperature (with talking scales and thermometers).

We attend diabetic clinics that are held monthly on the reservation and sit and are visible to the patients attending the clinic. Because of the relationship we have developed, staff have recommended we come every other month. Health care staff make reference to us in the lobby so individuals that are diabetic and having vision problems, can make contact with us. We then arrange to meet with them to address their individual needs. By attending these clinics, it allows people to get to know us, know that they can trust us as they see us.

In 1995, The 21st Institute of Rehab issues focused on American Indian Rehabilitation Programs. They stressed the need to develop positive and trusting relationships. This is how we came to develop the practices we have in place.

John Schmitt attends the diabetic clinic takes work with him to complete while he is sitting at the clinic. He will take various independent living aids to sit out and it draws people to the table to ask questions and to peek people's curiosity.

In serving individuals that are not on the reservations. We have on-going contact with the Ponca Tribe and organizations' like One World Health Center, Charles Drew Health Center. As above, we meet annually to demonstrate diabetic alternatives and other independent living aids. We meet quarterly with staff that hold diabetic clinics or vision screenings. This usually results in only a few referrals a year. Usually these are older blind individuals as well.

We probable have only 1-2 individual we work with a year in VR from the reservation each year and only about 6 referrals a year in general.

Barriers to Services:

In regard to the individuals that we have served in the VR or IL track we have learned we need to understand their culture. In regard to appointments, they can be quite casually about making and keeping appointments. Their time frames are likewise more casual. It is important to understand cultural differences.

In regard to older blind, they are very supportive of their elders and often individuals are not open to a wide range of services, as their children will care for them. There are multi-generations living in the household. So including family in the VR process is important.

So often blindness is not necessarily the primary disability. I have mentioned Diabetes. But drugs and Alcohol is a major barrier to success in the VR. Four of the ten leading causes of death among Native Americans are alcohol-related: liver disease, cirrhosis, suicide, homicide and accidents. Alcohol is a major mental health problem. We have worked closely and developing programs with that address support services for their chemical dependencies. We have helped identify AA programs, helped them access the "Big Book" on tape, large print or Braille. Worked with identifying other blind individuals that they can share their experiences. We have helped locate treatment centers and resources for counselors.

We have routine contact with the schools on the reservations as fetal alcohol syndrome is 30 times as prevalent for Native Americans. This results in vision, hearing, learning disabilities to name a few.

Lack of employment on or near the reservation and no interest in locating to an urban community. Transportation on or off the reservation, due to extreme poverty. So we really need to partner with consumers for them to access resources on and off the reservation to be effective in our service delivery.

Career planning and choosing a job vocation are low priorities as placing priority on family, tribe, religious beliefs come first. There is a greater emphasis on post-secondary education.

In developing program plans, many services/resources that we routinely partner with, may not be an option for someone living on a reservation. We need to research other options for in developing plans. (i.e. Dev. Disability Services).

We have representatives from tribes present at either district or office meetings.

At one of the last meetings they provided some value comparisons you might find informative and what we put into practice.

Non-Indian Values/Native American Traditional Value

1. Focus on self vs Group focus (take care of the people)
2. Prepare for tomorrow vs Today is a good day
3. Use every minute of time vs a right time/right place for everything
4. Youth Orientation vs Elder Orientation, respect of wisdom and knowledge comes with age
5. Acquire wealth vs Non materialistic
6. Be aggressive vs be patient

7. Speak up and be heard vs Listen and Learn
8. Take and Save vs Give and Share
9. Conquer nature vs Live in harmony with all things
10. Proud vs Pride with humility
11. Religion-a separate part of life vs Spirituality-an integral part of life
12. Active learning vs Traditional learning
13. Linear communication vs Circular communication
14. Nuclear family focus vs Extended family focus

Linear communication has a clear beginning and end with spoken and written word. Where as the Circular form is implied, with no distinct beginning or end with written or spoke word. It can be preserved as rigid and inflexible.

Learning styles can be different between Native American and mainstream cultures.

The active learning is learning by doing, trial and error, questioning is valued, mistakes are okay. Questioning means interest, eye contact is appropriate.

The traditional learning is to learn by observation, listen and watch. Questioning is seen as an interruption. Mistakes equal shame and embarrassment. Silence indicates interest and eye contact is confrontational.

Guidelines to Enhancing working relationships:

Emphasis listening rather than talking

Recommend therapies leading to sense of working together to achieve a common goal

Avoid false confidentiality

Avoid professional jargon

Avoid therapies the emphasis "order" and "authority"

Avoid saying "I want you to...", or "You should learn to control.."

Include family members

Discuss management of problems rather than "control"

Clearly delineate responsibilities of counselor and client