



MEMO

To: YouthCare Staff
From: Vicki Wagner
Date: February 27, 2001

The last two weeks have been very difficult ones for everyone at YouthCare. Incidents in residential programs have impacted everyone, regardless of their position, throughout the agency. While there is no one answer to any thing that has occurred, I think that it is very important that we all acknowledge the good that all of us do every day for the kids that we see.

This is a very difficult field. Any of us can attest that those who work in it don't do it for the fame, glory or money but rather for the belief that the work that we do makes a difference.

Most of you know that I have been at YouthCare for many years, and in more than one position. From being a caseworker, to working shifts at the shelter, to an outreach worker, I have experienced both the problems that young people bring and the solutions and lack of solutions that we are able to provide.

Many things have changed in the 20 plus years I have worked here. Problems have changed, kids, families, and the resources. I believe that through it all YouthCare has grown and the ability to help the young people and families that enter our doors has also grown.

None of this answers the 'whys' of any of the problems that have occurred in the last couple of weeks, nor do I think that there is any one answer. To some degree they are unrelated. The saying that "bad things happen to good people" is true, they also happen to good organizations. And sometimes they come in clusters. Please know that those of us in management have spent endless hours in analyzing what we do and what changes that we may need. I do believe that all of us at YouthCare have the real interests of the kids that we see at heart and because of this we are able to take a critical view of how we constantly can grow and improve.

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I would encourage all of you if you have questions, concerns, suggestions, talk to your supervisor, their supervisor or me...we all do want to hear and answer them. As with any kind of problems, whether those of a family, an agency, or a community; *how we respond will make a difference.* We can come together, learn and grow. Or we can turn on each other, blame and separate. It is truly up to each of us what we do. I would ask all of us to think most of all, what has brought us here...and I do believe that it is both a concern and a belief that we can impact and change lives.

Thank you all for being here, and know that what you do each day does make a tremendous difference.

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