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Burned-out counselors enlist help

By LOUISE OKRUTSKY

An ambulance driver spends his last day on the job carrying an abused child and a person undergoing a seizure to the hospital.

His last case of the day is an alcoholic suffering from a heart attack. The man is dead on arrival at the hospital.

Months later, the driver admits in a workshop designed for persons in the medical-psychological professions that he was so discouraged and depressed, he did little to save the man.

His problem is shared to varying degrees of intensity by other counselors and health workers. Within the last 10 years, this difficulty in coping with stress has come to be known as burnout.

"It's an occupational hazard," said Carol Parks, a counselor for the Crisis Council of the Michigan Clergy Counseling Service and a chaplain for the Detroit Police Department. She also is a full-time community relations employee at the Northville Regional Training Center and a volunteer coordinator for a community based corrections program in Detroit.

The depression and strain of the job can be lessened by learning to leave the workplace behind at the end of the day.

"You can try to leave it behind.

"BUT SOMETIMES, YOU LOSE THE capability to do that without knowing it," said Loretta Conway, coordinator of the Gathering Place senior center in Farmington Hills.

Although Ms. Conway says she hasn't suffered from burnout there have been days when the stress of the job becomes more difficult to handle. On at least one occasion, she admits, she's cried as she's driven home from work.

Relaxation, breathing exercises, better management of time and finding persons who will listen to and sympathize can keep everyday stresses from compounding themselves into a burnout, Ms. Conway suggests.

Sports help to avoid becoming a burnout, too, according to Inspector James Jackson of the Criminal Justice Institute in Detroit. He works in the Detroit Police Training Section.

The symptoms displayed by a burnout: fatigue, insomnia, irritability, hostility and sometimes a growing belief that clients bring on their own problems can be prevented.

Being aware of stress and dealing with it can prevent the feeling that results in a burnout, according to Jackson.

STRESS PREVENTION programs at the Institute are based on the premise that recognizing and understanding strain are part of prevention.

For those who are unable to prevent

burnout, workshops help the victims to recognize their dilemma.

Without recognizing their problem, some workers drift from job to job, unhappy in their profession, according to Marty Katzenstein, Director of Treatment Services at Baltimore (Md.) City Jail. He is an adjunct professor at Loyola College and the University of Baltimore.

One year ago, Katzenstein and his partner Mark Kiefaber, began conducting workshops for counselors suffering from burnout. Recently, they conducted one in Ann Arbor and Flint.

Katzenstein's interest in grew from his own experience. He was a burnout for a year.

By researching the problem, he discovered that it didn't stem from a worker's own shortcomings but from the job itself.

"People lose their idealism to the point where they blame each client for their own problems," he said.

If the situation goes unchecked some victims assume they suffer from clinical depression.

THE CONSEQUENCES OF A clinical depression can follow. Sufferers report losing jobs, problems with their families and a tendency to sleep an excessive amount of time.

If the pattern continues, the victim eventually reaches a point where he begins to blame himself for his problems and contemplates suicide.

Through his workshops, Katzenstein encourages persons to talk about their stresses to other members of their group in the sessions.

Outside of the workshop, support groups give the professionals needed attention, allowing the burnout to realize that he isn't the only person with the problem.

Friends who will listen are important in preventing and coping with stress related problems.

"I'm stroking all these people. Who's going to stroke me?" is a question burnouts ask themselves according to Ms. Parks.

"Output exceeds input. You need a good support system or a way of getting away from stress to break the cycle. If not, you're in trouble," she said.

The burnout problem was first noticed 10 years ago by Dr. Herbert Freudenberg who operated a store-front drug counseling center.

HIS CENTER had difficulty keeping counselors. Many would leave after a short time. His research into burnout was continued by Christina Maslach, on the west coast.

"You hear more about it now," said Katzenstein. "People assume that it's a vague thing like encounter groups were 10 years ago. But it has validity."



OK, guys, everyone into the pool

With one foot anxiously poised forward, the leader of this little band bravely leads them into the unknown. Adventure awaits as the 14 ducklings get ready to do what most humans didn't want to do early this week — take a midday swim. Only the duo at the end of the line seem to be questioning their leadership. The ducklings and their

mother live in the courtyard of North Farmington High School where teachers and students make sure they have enough to eat. At last report, the Instamatic squad in the school was out in force qualifying the week-old ducklings for the title of the youngest celebrities in the city. (Staff photo by Harry Mauthe)

Realtors warn of shortage

Cities escape housing crunch

By MARY GNIEWEK

While the private housing industry is growing by leaps and bounds in Farmington and Farmington Hills, the National Association of Realtors reports that the nation is on the leading edge of the most severe housing shortage it has faced since post World War II days.

"There is a housing crisis in this country and it has no foreseeable end unless some drastic steps are taken," association president Donald Howde told a Senate Subcommittee on Housing and Urban Affairs recently.

"The regulations that stifle production of affordable housing can be proven to add 20 percent to the cost of that housing," Howde added.

He said an anti-housing bias is embodied in regulations at all levels of government and that the result is a scarcity of affordable housing.

He pointed out that housing affordability is rapidly going beyond the reach of millions of people and said that in the past decade the consumer price index has risen 77 percent, family income by 83 percent and the price of a home by 124 percent.

"Many families need two incomes and still find they are paying up to 38 percent of their income for monthly housing payments," Howde said.

He said that in the next decade there will be 16 million more Americans at the prime home buying age, 25 to 44 years of age.

"Trying to satisfy this demand in the

months and years ahead is going to be an enormous task," Howde asserted.

Howde told subcommittee members that 30 million housing units must be built in the 1980's.

"There is and should be a middle ground for housing legislation in this nation," he continued. "We must provide a balance between no-growth and non-restricted growth in all our towns and cities."

Howde's testimony was supportive of legislation affecting HUD. He acknowledged the need for moderate and low income housing.

"This nation has an unrelenting demand for affordable, adequate housing — and it is going to be impossible to provide it over the next decade if we do not look long and hard at this nation's housing policy today."

In a report prepared by the National Association of Realtors Economics and Research Division, it was noted that at the end of 1978, there were more than 55 million single family dwellings in this country with a combined value of \$2.2 trillion.

The report points out that the dollar figure represents one fourth of the entire wealth of the nation. More than 43 million households own the single family home in which they reside and another 12 million are owned as investment properties or as second homes for occasional use.

"All our land is just about built up. The demand has been constant since the late 1950's," said Farmington City Manager Bob Deadman.

PART FOUR, which lists arrests, shows an increase in the total number of adult arrests of 10 percent (133) and juvenile arrests of 44 percent (49).

Accidents have decreased 1 percent due to a 25 percent decrease in the number of private property damage accidents. Injury accidents have increased 14 percent and property damage accidents, 5 percent.

Despite the increase in the number of personal injury accidents, there is a 4 percent reduction in the number of persons injured.

The number of fire runs are down slightly, from 23 in 1978 to 21 in 1979. In February, the department battled a fire at the Capital Fire Store on Orchard Lake that resulted in property loss of over \$400,000.

At the end of last year, the department began a program in which patrol officers made fire inspections. During the first three months of 1979, the patrol division conducted 72 fire inspections.

The fire marshal division conducted an additional 35 for a total of 107 inspections for the first three-month period. The police department hopes to inspect every commercial and industrial establishment in the city annually.

Deadman said there is about 30 acres of undeveloped land zoned for other uses.

A 153 unit HUD financed senior citizen housing project will be built downtown this year. Construction will begin in June.

Farmington Hills Building Supervisor Dick Miller said there were 90 new single family home starts in the city last month — up slightly over last year.

City Council has approved 21 new subdivision plats in the past year. The average cost of new home construction is \$95,000 per unit.

"The costs are out of my ballpark. I wonder how they buy them," Miller mused.

"Obviously there is a market or the builders wouldn't invest money in land. Farmington Hills is an exception to the national trend, not on a downward swing."

Hot meals, transit top seniors' list of necessities

By LOUISE OKRUTSKY

Expanding the homebound meal program and increasing public transportation were two priorities Farmington area seniors presented to the Oakland Livingston Human Service Agency (OLHSA) on Tuesday.

Residents of Farmington, Farmington Hills, Southfield, Bloomfield Hills, Lathrup Village and Birmingham were eligible to voice their concern to OLHSA during a public hearing in St. Alexander's Roman Catholic Church in Farmington Hills.

Scheduled once every three years, the hearing helps the agency evaluate the needs of the two counties.

Most workers with the homebound meals program operating in Farmington argued for expanding the program. Presently, the program can only serve 22 shut-ins.

"It's hard when someone is the 23rd person to tell him that we can't help him because we're already serving as many people as we can," said Joan Crane, member of the Farmington Area Commission on Aging.

"We can line up volunteers to deliver the meals. But we don't have enough meals."

One 75-year-old woman who lives in Farmington wants the meals. She's unable to cook for herself and hasn't any living relatives. But the program is unable to accommodate her.

THE OLHSA PROGRAM serves 230 homebound residents in Oakland County, according to Richard Howlett, Division Manager of Business and Finance for OLHSA.

through the program eaten at meal sites.

"In reality, we are serving between 17-18 percent of our meals to homebound seniors," said Howlett. "There's a little violation there."

The Office of Service to the Aging and the US Congress stipulated the 15 percent cut-off for homebound meals, he said.

OLHSA has requested to be able to raise the cutoff to 25 percent of the on-site meals.

While good nutrition is the most obvious aim of the program, senior companion Sarah Klein told the hearing that the homebound appreciated the opportunity to socialize that the meal delivery offered.

Increasing the availability of senior transportation is another issue that received high priority. That issue, coupled with the energy crunch, could top the OLHSA list in the coming years.

WHILE HOMEBOUND meal service would continue, the energy crunch could take money away from that program.

Many seniors at the hearing complained they were confined to the city limits because of lack of regular county-wide transportation for seniors.

OLHSA as a federally funded program is unable to lobby in Congress for more funds. But Howlett repeatedly suggested to seniors that they write their congressmen and express their concerns.

"If you want to call that lobbying, you can," he said.

Crime, arrests rise in Farmington

Both crime and arrests in Farmington are on the rise, according to 1979 first-quarter statistics released by Police Chief Daniel Byrnes this week. — Serious crimes, are up 12 percent

over the same three-month period last year (January through March). The biggest increase is larceny. The report says that theft of motor vehicle parts, especially hubcaps, CB radios and tape

decks, increased 81 percent, accounting for the biggest increase.

In January, the city had its first recorded homicide in 15 years with the death of Julius Scholl, a Great Scott supermarket employee killed during a robbery at the store.

During the probe, five investigators were assigned to the case. More than 600 tips were cleared and no substantial leads are left on the unsolved murder.

There has been a 47 percent decrease in burglaries for the first three months of 1979 as compared to the same period last year.

The report is divided into four categories. In the second division, offenses are up 22 percent. Increases were noted in assault and battery (15 compared to eight last year), vandalism (45 compared to 38 last year) and disorderly complaints (26 this year, nine last year).

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