

# Source

A Newsletter for the Patients, Volunteers & Staff of the VA Southern Oregon Rehabilitation Center and Clinic

<http://www.visn20.med.va.gov/southern-oregon/index.asp>

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## American Legion Auxiliary National President Visits VA SORCC



## National Guard Train at White City VA



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 VA SORCC Director

**Roy Horne**  
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 Acting Chief of Staff

**Karen Allen**  
 Associate Director  
 of Patient Care Services

The VA SORCC, welcomes submission of articles of interest to our readers. The editor reserves the right to use and edit all contributed articles. Views expressed in this publication do not necessarily reflect the opinions of the Administrative Boards, Editorial Staff, or Department of Veterans Affairs.

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## *A Message from the*

# *Director*

**Dear Fellow Employees, Volunteers, Veterans and Friends of VASORCC:**

It's the beginning of spring, even though the weather may not always seem like it. Spring is a time for change and growth and that is just what the SORCC is doing. There have already been lots of changes over this year--new staff, revamped programs and new programs. We now have a new Associate Director, Roy Horne, and a new Chief of Police, Kurt Barthel. There are new faces all over the facility as we continue to expand and improve the services we provide our veterans. We continue to improve our existing programs such as OIF/OEF programs, a new orthopedic provider, and new providers in the Klamath Falls CBOC. We also have new programs that will help improve and expand our services as well such as Home Based Primary Care.

Over the next several months you will see even more changes--the bed buildings will be completed, and construction will begin on the next phase by summer. Staff will be moving around as part of our efforts for the integration of Primary Care and Mental Health. We will be beginning our Outreach Clinic in Grants Pass this summer. All of these are geared towards better serving our veterans.

I am excited about the future and want to thank everyone for the work you do every day for our Nation's veterans. Thank you.

Max E. McIntosh, PhD, MBA  
 Director



## Message from the Network Director

It gives me great pleasure to continue to update you on VISN 20's rapid improvements in access.

Just 5 short months ago, we closed out Fiscal Year 2007 last among Networks in this critical measure. In the time since, and by making a determined commitment to improve efficiencies, we have provided care to more than 3000 veterans who were waiting longer than 30 days for an appointment.

You are making a significant difference in the lives of our patients, and it shows. As of this writing, our network is now #9 (out of 21) with just 1797 (2140 including ortho) patients waiting longer than 30 days. This is outstanding progress and we are well on our way to achieving our goal of no patients waiting longer than 30 days (except for orthopedics) by April 1st, and no patients waiting longer than 30 days for orthopedics by September 30th.

I am grateful to each one of you for your contributions, and I look forward to continued good news in the coming weeks. Keep up the excellent work and thank you.

Sincerely,

Dennis M. Lewis, FACHE  
Network Director

*To all White City VA staff, patients, and volunteers*



*Dr. Max E. McIntosh, Director,  
of the VA Southern Oregon Rehabilitation  
Center and Clinics*

*requests the honor of your presence*

*at the Dedication of our*

*New Bed Building*

*Friday, the sixteenth of May*

*Two thousand and eight*

*at one o'clock*

*Ceremony will commence at the  
New Bed Building Main Entrance*

*Reception following*

## American Legion Auxiliary National President Visits VA SORCC

On March 19<sup>th</sup> the VASORCC hosted eleven distinguished visitors from the American Legion Auxiliary: Ms. Jan Pulvermaker-Ryan, National President; Ellie Buell, Local Department President; Phyllis Parent, Past National President, Krisani Owens, Past National President; Darlene McLaughlin, Past National President; Cyndi Dahl, Senior Vice President; Cheryl Parks, Junior Vice President; Ilene Kiser, VA SORCC VAVS Representative; Michelle



Colbert, Sergeant at Arms; Fran Rowan, District 4 President; Francis Rowan, Audits Counselor and Phyllis Eichen, Poppy Production Chairman. After visiting with Associate Director Roy Horne the group did a walking tour visiting the Camp White Museum, Bldg 201(Outpatient Clinic), 64-Bed Building area, Infirmary, Golf Course. They finished up the guided tour (with Tom Marshall, CRD & Rhonda Haney, Public Affairs Specialist) of our facility by visiting (above) our renowned Pizza Paddle Distribution Center (Bldg 224) (CWT) and Compensated Work Therapy personnel. The group was impressed by the level of commitment to our veterans by the staff and expressed their gratitude for the hospitality they received.

### *CALENDAR OF EVENTS*

April '08 (28 <sup>th</sup> ) - May	24 <sup>th</sup>	National Volunteer Week
	24 <sup>th</sup>	EPHS Student Volunteers vs. Staff Bowling Tournament
May '08	5 <sup>th</sup>	VAVS Committee Meeting, 10 am, Activity Room
	16 <sup>th</sup>	New Bed Building Dedication Ceremony
	26 <sup>th</sup>	Memorial Day Ceremony, VA Cemetery* @
June '08	14 <sup>th</sup>	Flag Day Program, Theater
	17 <sup>th</sup>	VAVS Follow-up Meeting, 10 am Activity Room
July '08	4 <sup>th</sup>	Patients Fourth of July Picnic/Carnival* @

**NOTE: This is not an all-inclusive list. It is a general guideline to recurring events!**



## **Take Time to Thank a VA SORCC Volunteer!!!**

The week of April 27 through May 3 is National Volunteer Week. This annual event provides a tremendous opportunity for us to make a conscious effort to thank and recognize all of our dedicated volunteers for the terrific impact they have on our lives, especially the lives of our veterans.

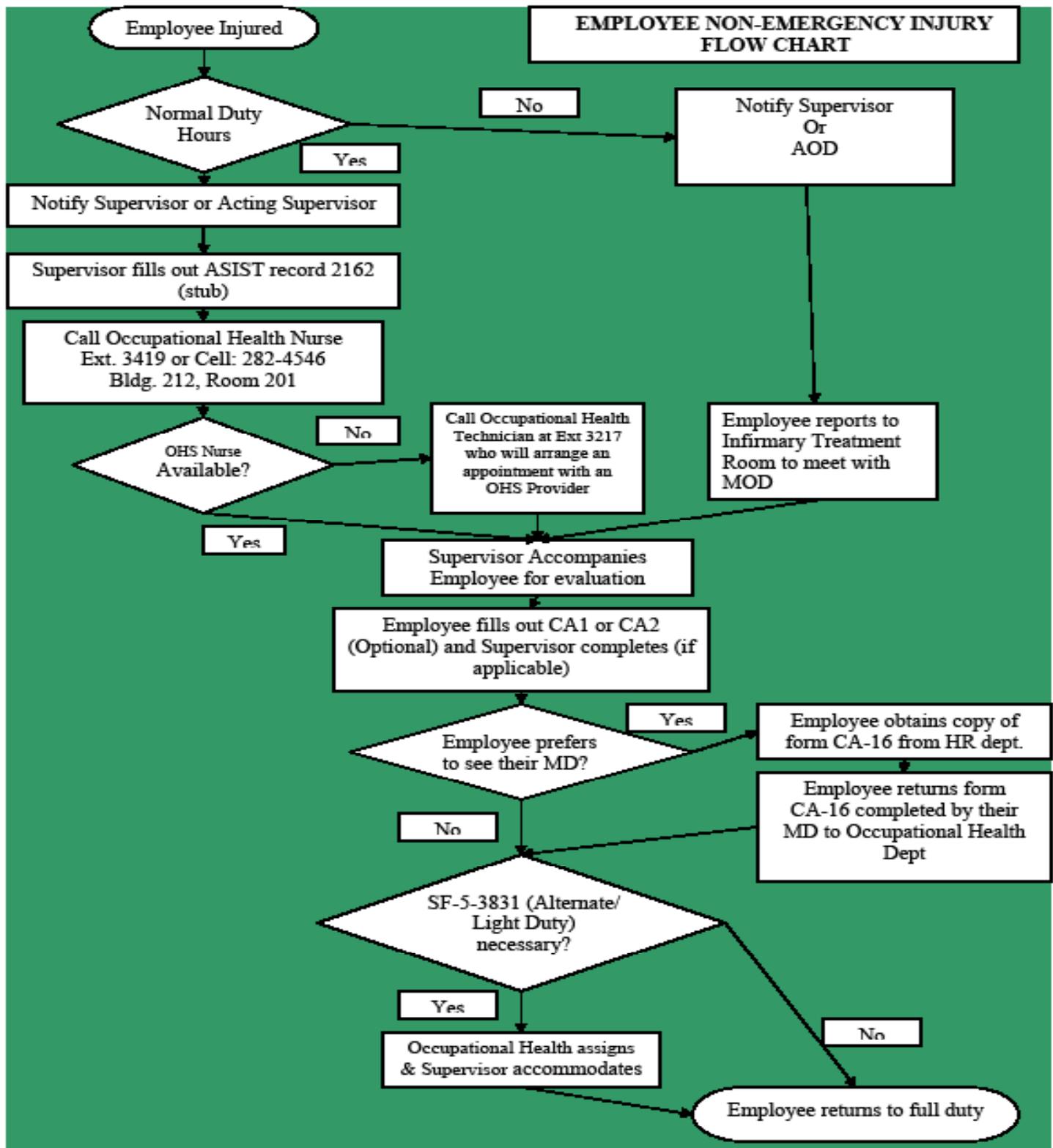
Last year alone VA SORCC volunteers served 69,772 hours working on station, at the Eagle Point National Cemetery, the Veterans Center in Grants Pass and at the Klamath Falls CBOC. They work throughout the facility in various offices, dental, nursing, pharmacy, Project Hobby Gift Shop, Prosthetics, the theater and the Camp White Museum to name a few sites. Volunteer drivers awake long before dawn to transport veterans to and from as far away as Lakeview and up to Roseburg for healthcare appointments in VA healthcare facilities across the state (In 2007, DAV transported over 6,000 veterans and drove 194,000 miles!). Volunteer drivers also work with SATP, Day Treatment, Recreation and the Chaplain Service. Our VA SORCC volunteers range in age from 8 to 96; and are an integral part of the White City VA healthcare team. Their backgrounds are as varied as their personalities, talents, knowledge bases, and professional backgrounds.

The VAVS (VA Volunteer Service) Committee oversees the management of the Golf Course while an additional 149 volunteers operate the course seven days a week ensuring free golf activities are provided to our patients and the course is utilized for the Turf Management Training Program and Incentive Therapy Program (Recreation). As a result of their golf course management efforts additional revenue is earned above and beyond operational expenses and thus supports specialized program needs including customer service amenities and service recovery efforts for Social Work, Voc Rehab, Pharmacy, Patient Awards Program, Patients Café` Care (coffee donated to various areas throughout the facility, Klamath Falls CBOC and Lakeview Outreach Clinic), Mental Health, Police Department, Patient Advocate, Infirmary, etc., in the way of bus tokens, canteen coupon books, patient comfort items, funding, and much more.....

.....Volunteers sponsor and provide recreational activities and equipment such as rafting and skiing; ELP Ropes Course yurt; off-station trips to sporting events, Oregon Shakespeare Theater, and other outdoor adventures; purchase and hand out comfort and craft items via the VAVS offices in Building 202 five days a week, and provide refreshments and assistance at most major activities and events including patient holiday events, Veterans Day, groundbreaking and dedication ceremonies, World War II Memorial Garden and the list goes on. To break it down even further, here are a few more sponsorships: volunteer organizations make possible not only the computers in the Library but the DSL link for patient use in the Library, donated clothing, patient pool passes through Recreation Services, patient funds for emergency travel and special clothing and/or tools and equipment for new jobs (i.e. gloves, boots, special pants for fire-fighters), healthcare manuals. Familiar with the Day Treatment Healing Garden and, more recently, the Labyrinth? How about the rose gardens around station? And golf course equipment you see manicuring the greens like mowers, Kubotas, and the like? Ever caught a glimpse of the Outpatient Department TVs? Everyone is familiar with Duck Pond Picnic Shelter and a good portion of the KT Clinic equipment, right? All of these things were provided through donations. It is amazing how much is provided to our facility, staff and patients through donated community resources; to list everything would take pages upon pages. It was volunteer organization sponsorship that initially ensured a television in each patient room and large screen TV's in Recreation and common areas. Last fiscal year, our volunteers and friends in the community donated in excess of \$411,000. Each donation is tracked and properly acknowledged regardless of its size and value.

According to the National Independent Sector, a volunteer hour is valued at \$18.77. When multiplied by the near 70,000 hours our volunteers contributed in the last fiscal year, this facility realized over \$1.3 million. Those volunteer hours also equate to 33.4 FTEE. Our VA SORCC volunteers are among the most dedicated in the nation. A number of their efforts have been recognized nationally over the years. When it comes down to the bottom line, however, our volunteers don't give of themselves because their hours can be measured in dollars. They give because for them, their hours are measured in smiles from our veterans.

# As An Employee Do You Know What To Do If You Are Injured?



**Access:**

1. Maintain zero OIF or SC>50 on access list and meet all other Access Measures
2. Improve timeliness of mail-in admissions to be within policy guidelines.
3. Expand the CCHT program.
4. Initiate a shared Orthopedics program with Roseburg VAMC.
5. Meet or exceed all non-institutional ADC measures.
6. Initiate a 12 bed TBI program.
7. Improve access to care by restructuring existing hours and staffing.
8. Expand the Women’s Health Program.
9. Open clinic extensions in both Lakeview & Grants Pass.

**Quality:**

1. Meet or Exceed 90% of all EPRP measures.
2. Meet 95% of all MH/SUD measures.
3. Achieve full integration of Mental Health and Primary care.
4. Achieve award status at Robert W. Carey Awards for 2008.
5. Institute the “Once a SORCC Token” program to increase continuity of care and patient follow up.

**Satisfaction (Customer Service)**

1. A 500 or higher matrix score on the Balanced Scorecard for both Inpatient & Outpatient Satisfaction measures.
2. Increase patient involvement and input in SORCC Services.
3. Increase the exposure and usage of Service Recovery by Services.
4. All services at or above average of 3.5 on the All Employee Survey.
5. All new supervisors complete HPDM Supervisor Training.
6. Achieve Gold status on 2008 Goalsharing.
7. Increase both patient and staff participation in the MOVE program.

**Efficiencies/Resources:**

1. Meet MCCF collections goals.
2. Meet or exceed 90% of financial indicators.
3. Reduce incomplete encounters to >50.
4. Develop and maintain physical capacity to accommodate current and future services.

**Workforce Development:**

1. Increase the number of staff participating in advancement programs.
2. Develop an Education/Research service to create a center of learning excellence.
3. Develop one to two specific projects for research with identified POC’s and members.
4. Promote current mentoring for new employees and expand the overall Mentoring Program.

**Communication:**

1. Increase our website presence among both internal and external stakeholders.

**Service Specific Plans:**

1. Develop service specific strategic plans for Case Management, Ambulatory Care, and Mental Health Services.

# Medford Army National Guard Trains at White City VA



On March 15, our local Medford Army National Guard (ANG) Company conducted a training convoy operation that took them all over the valley with stops at various sites. One of their stops was the White City Veterans Affairs facility. The ANG set up a mini land navigation course, a medical training area and an area to conduct a team building exercise. ANG invited staff and patients to come and view the exercises as well as talk to the soldiers.

## Ethics

Ethics Consultation uses the CASES model. It is an ethical decision making model that takes into account:

- ⇒ Medical Facts
- ⇒ Patient Preferences
- ⇒ Other Parties Preferences
- ⇒ Ethic Knowledge

Any patient who wishes an ethics review can do so by contacting the Patient Representative, and any staff person can contact a member of the Integrated Ethics Consult Team.

Consultation: Judith Emerson, Psychology  
Wayne Bell, Chaplain  
Debra Adderley, UR/Fee Nurse  
Sharon Schmidt, MHC NP  
Toni Vondra, Social Work  
Leigh Schwarz, Regional Counsel

## IMS Is Now ITOS

As part of the Office of Information and Technology's realignment effort and to develop standardized terminology, Information Management Service (IMS) is now Information Technology Operations Service (ITOS). As with any long-standing service receiving a name change, there will be a transition period before it is fully in effect.

*"Bravery is being the only one who knows you're afraid." - Col. David Hackworth*



# SATP Service Changes

The Substance Abuse Treatment Program, SATP is improving upon their program with the VA SORCC's motto in mind "Best Care Anywhere", to offer an even better quality of care. In January of 2008, VASORCC SATP changed its program in a most significant and progressive manner.

In a brief nutshell (and without a lot of elaboration), the changes are:

- Go from a seven week program to an intensive six week program but maintain the ten weeks of continuing care groups as before.
- Instead of having several therapists meet with a stream of different patients every few weeks, have one therapist follow and guide a group of about ten patients throughout the 16-week program.
- Reduce the number of patients in a team cohort while building greater group cohesion and maintaining an optimal flow of patients through the SATP Program.
- Trust building skills and holding one another accountable are developed quicker as a result of this new program.
- Expanded the Bio-Psycho-Social-model to include didactic and lectures, which covers the full spectrum of Addictions Recovery and Co-occurring disorder issues.
- A continued re-integration of teaching about positive and supportive relationships, community engagement, coping skill development, relapse prevention and recovery maintenance skills.

SATP Coordinator, Dr. Mike O'Malley says, "Recovery is, among other things, about relationships. The gains made so far per individualized care and building group cohesion are quite significant. Patients do not get lost in their big group process and it makes for better therapeutic interventions as well".

Response from the patients about the new program has been quite positive. Consistency, variation and more of a connection with the therapist were but a few of the positive views that were expressed.

"We are still in our trial run but the benefits are obvious. We are seeing a greater level of trust-building, sharing and risk-taking per the more emotional currents of the group process. It's personalized & connective care but delivered in an even more targeted and efficient manner," said Mike.

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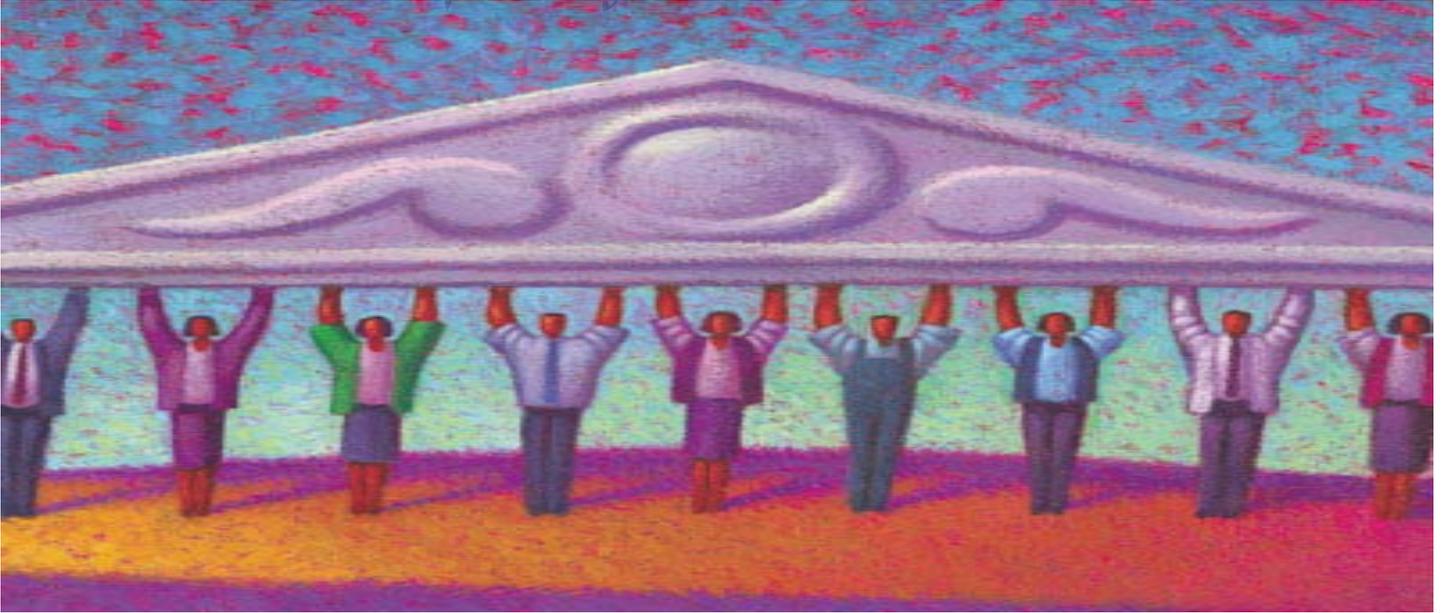
## A Soldier

He is that fallen lance that lies as hurled,  
That lies unlifted now, come dew, come rust,  
But still lies pointed as it plowed the dust.  
If we who sight along it round the world,  
See nothing worthy to have been its mark,  
It is because like men we look too near,  
Forgetting that as fitted to the sphere,  
Our missiles always make too short an arc.

They fall, they rip the grass, they intersect  
The curve of earth, and striking, break their  
own;  
They make us cringe for metal-point on stone.  
But this we know, the obstacle that checked  
And tripped the body, shot the spirit on  
Further than target ever showed or shone.

**Robert Frost**

# Employee News



Prepared by: Susan Black-Huff, HR Specialist

## **WELCOME ABOARD:**

**Director's Office:** Mark Gibbons, Outcomes Coordinator

**Business Management Office:** Sandra Westcott, Medical File Clerk

**Clinical Support Service:** Denise Stevens, LPN

**Grants Pass Vets Center:** Mark Levno, Social Worker

**Human Resources:** Ylia Casper, Human Resource Assistant; Dan Mitchell, Human Resource Assistant

**Medical Services:** Dr. Lary Stieglitz, Physician

**Police/Security Services:** Kurt Barthel, Police Chief

## **MOVING ON:**

**Medical Services:** Dr. Junlong Ren, Physician VA Medical Center in Martinez, CA

## **MOVING AROUND:**

**Director's Office:** Scott Walker, Special Assistant to the Director

**Mental Health Product Line (MHPL):** Linda Vollrath, Nurse Manager for the Homeless Home Based Primary Care Program.

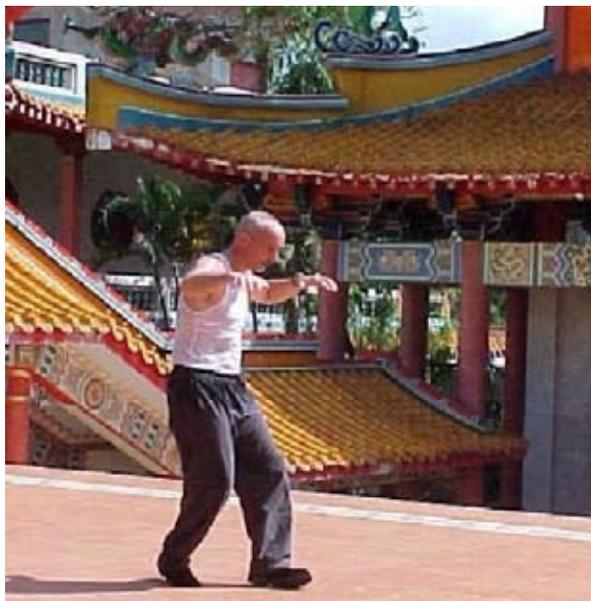
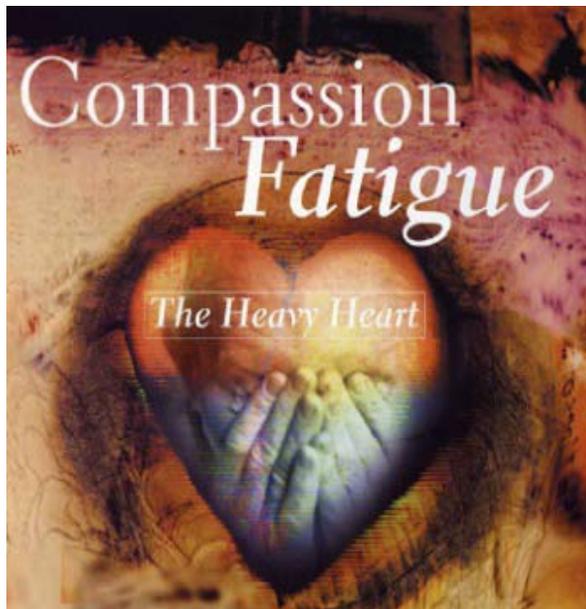
## **RETIREES:**

**Ambulatory Care Services:** Patty Landers, Med Admin Asst, Klamath Falls CBOC

**Business Management Office:** John Hull, Administrative Officer of the Day

**Facilities Management:** Leroy Brabec, Painter

## Karl LaRowe, MA, LCSW, Visits VASORCC



March is National Social Work Month and each year Social Work Service does something special to celebrate. This year Mary Garrett, Case Management Social Worker, schedule Karl LaRowe, MA, LCSW, to come to our facility and present two workshops on March 12 & 13 SORCC had the honor of hosting Mr. LaRowe this year to present his program which is designed to assist clinicians in dealing with on-the-job stress and burnout. His workshop is called “Compassion Fatigue”. Compassion fatigue is described as “The physical, mental and emotional exhaustion that often accompanies secondary trauma and terror”.

Mostly unrecognized, compassion fatigue costs the healthcare industry millions of dollars each year in stress, burnout and staff turnover. Since the national trauma of 9/11, compassion fatigue increasingly affects the rest of society with constant exposure to the sounds of suffering, the images of trauma or threats of war and terrorism.

In addition to our own clinical staff, members of the medical and mental health community were also invited. The workshops were enjoyed very much by all attendees and there were requests from staff to invite Mr. LaRowe back for future training events.

Karl LaRowe offers intensive on-site training that empowers participants to identify the symptoms of compassion fatigue and transform them into energy and engagement through the healing power of Flow Motion™; a series of energy transforming mind-body exercises developed from the Chinese martial art of Qigong, pronounced “cheegong”.

Qigong is a predecessor of tai chi and involves movement and breathing exercises intended to relax and invigorate the individual. Mr. LaRowe combines some of the latest research in energy psychology with the wisdom of Qigong. The focus is on specific methods to discharge the energy-residue of compassion fatigue and to recharge the body and mind with energy and vitality.

Mike Twiss, LCSW  
Chief of Social Work Service

# Construction News

We are finishing up the construction activities going on in B209LS, B215/216 and B217. There will be new construction starting in the near future also. The Project Section has been very busy and will have a busy year ahead again.

Projects recently completed:

- B201 Enhance Patient Access was completed in January 2008.
- Renovate SPD, B214 was completed in October 2007.

Some of the projects timelines:

- Renovate B209LS – PM&R – is tentatively scheduled for completion at the end of April. Phase 2 construction will start this summer.
- Replace Bed Buildings 215 and 216 – the project is behind schedule and so the new completion date is estimated for April 18<sup>th</sup> with a dedication scheduled for May 16<sup>th</sup>.

215N and 216N construction project (photos below) had some re-work that occurred lately. Specifically, you may have noticed that the dormers were taken off and re-constructed. The reworked dormers are to specifications and drawings and look much better!



Photo 1: reworked dormers



Photo 2: reworked dormers

Integration work status:

- Infirmary work has been completed and so there are four exam rooms designated as outpatient/inpatient exam rooms.
- B222S – for the integration move. This work is scheduled to be done at the end of April.
- Next step after B222S is to move SATP to B222 and Fee Basis to B212. After these moves, we will work on B211LN.

Some Upcoming Projects:

- Renovate PM&R, B209LS, Phase 2: into contracting. Expect construction award by June.
- Underground Storage Tank Removal: into contracting. Expect construction award by June.
- Stormwater Project - into contracting. Expect construction award by June.
- CC202 Renovation and Elevator Installation is planned for Design/Build in FY08: into contracting. Expect construction award by June.
- B217 and B218 design for replacement of these bed buildings are on going. B217: 100% and into contracting. Expect construction award by June. B218: expect award for construction for September.
- B221 design for replacement of this bed building is planned for award this FY.
- Replace Flooring and Replace Carpet contracts are planned to be awarded this FY and will involve replacing asbestos flooring throughout the facility along with old carpet in a variety of locations. The project is in contracting. Expect construction award by June.
- Activities Room and Restroom Renovation is planned for design award this FY08.
- Boiler Plant – structural and energy related renovations are schedule for some design work this FY.

## Behind The Lines



She sits alone at the end of a hall few veterans at the SORCC ever travel, but she is the voice of the VA SORCC. Literally, Dianne is the voice we hear over the loudspeaker, guiding us to our various destinations throughout the day. Dianne has been at the SORCC since August of 2000 and has manned the switchboard for the last six years where she answers what must seem like “zillions” of phone calls each day. She says “With the Lord’s help, I try to do a good job every day”. So, if you happen to see Dianne in your travels throughout the day, take a moment and say “Thank you” for a job well done!

If you know of a staff person who deserves special thanks, let one of your Patient Council representatives know. We would like to give them a big “Thank you!”

## Animal Control Policy, MCM 138-020



What animals are allowed to be on campus?

1. Day Treatment Program on specific day of the week and must be registered by Carol Berger.
2. Caring Critters through Community Resources Development and the animal must be registered by Anna Diehl and must complete a certain number of volunteer hours.
3. Outpatients - animals must be on a leash and controllable.
4. Service animals as discussed in the American with Disability Act (ADA) (outpatients or employees)
5. Residential Care Program is limited to one cat per section.

Please remember all dogs must be on a leash or in a cage and must not pose a threat to the health or safety of others.



## How Much Are You Worth? Remember, The Tax Man Cometh!

In the Gospel of Luke 19:1-10, a story of a tax collector who had a life changing experience with the Lord, which resulted in his statement, “Behold, Lord, half of my possessions I will give to the poor, and if I have defrauded anyone of anything, I will give back four times as much.”

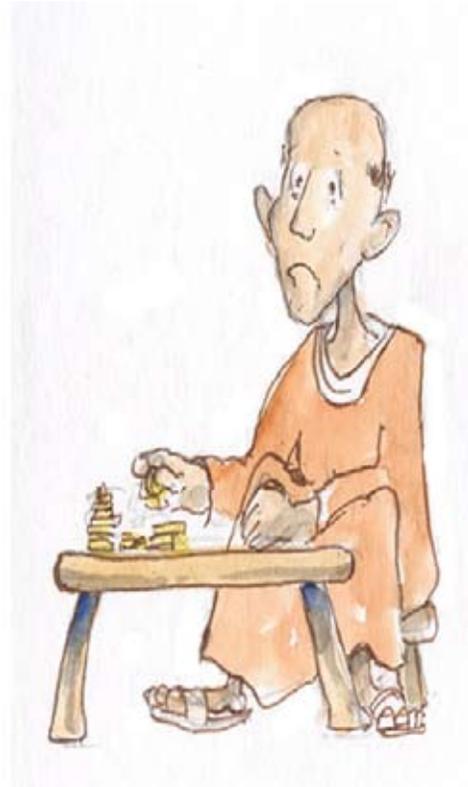
The IRS and our bank look at us from our financial earnings and statements. Other taxes are based on our possessions such as houses, boats, etc. We often add other things to our value thinking including what others think of us, what we think of our self as to what have we have achieved in life and even what we look like; all this can contribute to our estimation of worth.

The problem with all of those things is that none of them are stable, they all change. Is there any measure of worth that does not change? I think so ... it is our worth to God. Look at the story of the Tax Collector again. Zacchaeus was not liked, he was a fellow Jew who worked for the Romans collecting the hated taxes, plus he was not honest. However, to God he was of infinite value and was known by God. Being of short stature, he had climbed a tree so he could see this Jesus he had heard so much about when He passed by. It is interesting that he could not initially see Jesus because of too many people in the way. Even today so many people stand in the way of others seeing Jesus. Even if they call themselves believers, words and actions block a vision of God. But, Jesus saw him. Even with the crowds, Jesus noticed and called out to him when He came by. Does God notice us today? Oh yes! In addition to noticing Zacchaeus, Jesus also knew his need, his heartaches, and personal pain since he was hated by everyone else. I really think that most if not every one wants to be noticed; is this why some people wear wild clothes, exotic tattoos, and strange haircuts, etc? In addition to knowing his needs, Jesus even knew how many hairs were on his head!

Instead of making fun of him, Jesus lifted him up, called him by name, and honored him. Jesus wanted a real personal experience with him; in fact Jesus invited Himself to Zacchaeus’ house. So often we and others live our lives without God, and we feel the pressure of a world whose value system is very off balance. Our value to God is limitless plus not only knowing us, He notices us where we are, and He wants to go with us even to our homes and make a difference in our lives.

Yes, the Tax Man cometh, but like the old church song “Child of the King,” we can all by faith realize our great worth and say, “I’m one of the King’s kids, and my Father loves me more than I can know!”

God bless, Chaplain Roberts



*Chaplain's Corner*

# “Numb3rs”



Gordon Pritchett, Patient Advocate

Can help you with: Compliments, complaints or unmet needs. If you have SORCC policies and procedures questions not answered elsewhere, come see me. I have an open door policy. My hours are:

6:30 a.m. to 4:00 p.m.  
Monday—Thursday  
Building 202, Room 103  
Ext. 3657

**To submit articles**, editorials, letters or story ideas for possible inclusion, please contact Rhonda Haney at:

541-830-7585 or via email:  
Rhonda.Haney@va.gov



- |                      |                                  |
|----------------------|----------------------------------|
| 1. ANSWERS           | 20. MYSTERY                      |
| 2. BROTHERS          | 21. “ONCE in a Lifetime”         |
| 3. CASES             | 22. PARTNER                      |
| 4. CHARLIE Eppes     | 23. “PEOPLE Lie...Numbers Don’t” |
| 5. CRIME             | 24. PETER MacNicol               |
| 6. DAVID Krumholtz   | 25. PHYSICIST                    |
| 7. DON Eppes         | 26. RECRUITED                    |
| 8. DRAMA             | 27. SABRINA Lloyd                |
| 9. Alan EPPES        | 28. David SINCLAIR               |
| 10. EQUATIONS        | 29. SKEPTICAL                    |
| 11. FBI AGENTS       | 30. SOLVE                        |
| 12. GENIUS           | 31. TEACHER                      |
| 13. INVESTIGATE      | 32. THRILLER                     |
| 14. JUDD Hirsch      | 33. UNIVERSITY                   |
| 15. Terry LAKE       |                                  |
| 16. LARRY Fleinhardt |                                  |
| 17. LOS ANGELES      |                                  |
| 18. MATHEMATI-CIAN   |                                  |
| 19. Rob MORROW       |                                  |