



# MISSION MOMENTS

*...made possible by YOU!*

## ***Sometimes all you have to do is ASK!***

This is a lesson Stephanie Buttler, Tangram's Director of Behavioral Health, learned this month. Stephanie has been working with Joe, a Tangram client, for over a year and he had never spoken to her. All that changed when Stephanie decided to take a new approach. While visiting Joe one day, she learned that he speaks to one of his neighbors on a regular basis, so she asked him, "Joe, will you talk to me?" Incredibly, Joe started talking. And he hasn't stopped...

Initially, they discussed things like where he worked, where he was born (St. Francis Beech Grove), what he liked to do (visit a place with a tank), characters on his favorite TV show (Petticoat Junction), and more. Then, Joe shared some observations with Stephanie, such as, "The President's daughters are growing up. The oldest one will probably have her driver's license soon." And then, upon further thought, "She'll probably have a chauffeur." Stephanie was surprised when he said, "I bet your son's getting big." All this time, Stephanie thought she was having a one-way conversation with Joe, and he was not only listening, but remembering.

Stephanie asked Joe about the "tank" he referred to and he explained that it was a fish tank. So, Stephanie made arrangements to take Joe to The Reef, an aquarium shop in Indianapolis. Joe looked at all the tanks and told Stephanie that he once had a fish tank with mollies and tetras and other fish. He was also concerned that some of the tanks had algae and listened closely as a clerk explained that he was actually seeing a special water plant. After visiting The Reef, Stephanie is researching the possibility of getting a small aquarium for Joe.

Joe's story is a wonderful reminder that, sometimes, we have to ask the right questions and persevere to get to know someone. Joe's DSPs have reported that Joe has started talking to them as well, and Joe also spoke to one of Tangram's nurses and his former Program Manager. Stephanie is overjoyed that she has been able to unlock Joe's personality and looks forward to getting to know him more in the coming weeks and months!

