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Happy 65th Anniversary, UCP of Greater Cleveland!

Trish Talk

2015: The coldest February in Cleveland's history! Who would have predicted?! Thanks to all of you who braved the weather to make it to work allowing us to continue to serve our clients, families and employers. Let's be glad it is over (it better be!) and hope that next winter is not a repeat of this year's extreme cold and never ending snowfall.

We know warm weather is approaching since our Development Department held our March 12 5k and Cleveland Triathlon Kick-off event. Our 5k takes place on Sunday, May 3 here at the Wolstein Center and the Tri on Sunday, July 26 at North Coast Harbor. Please consider participating in, volunteering, and/or raising funds for these great events. I appreciate your support of the agency's fundraising efforts as it helps the agency, overall, to cover its various expenses. We are focusing more on individual donation solicitation as corporations and other community funders are decreasing the number and amount of their donations to agencies such as ours. However, I never want you to feel obligated as it is not a job requirement and your lack of participation in raising funds will never affect your job performance evaluation. I simply want to make you all aware of the fundraising opportunities in the case that you are interested.

Our Development Department is also busy managing our new branding/name of our Children's and Adult Services programs. We will retain the "UCP of Greater Cleveland" name but will add these new program-specific names to our identity to better market our outstanding program services. The new names will help us to reach those families, schools, adults and employers who can benefit from the wonderful work you do and the expertise you offer. The new names will be unveiled at our annual meeting on June 16.

All departments and all staff members have been or will be involved in UCP's current strategic planning process. On Saturday, February 28, thirty of us met from 9:00-3:00 developing ideas to be considered for the agency's future. Eleven UCP board members, thirteen managers, and all directors and I were led by expert facilitators in a very active and productive exchange of thoughts. Next steps include staff and stakeholder survey completion as well as two focus group meetings. This initial phase will end in May and we will then not only have a plan on which to act but we will also then weave this new approach into our ongoing management of all that we do. My thanks to all who have supported this very important work.

Lastly, some of you who have been with UCP for at least 2-3 years may recall that we previously held All-Staff meetings on a quarterly basis. We ended those when we opted to visit your individual department staff gatherings. For a number of reasons, I would like to reinstate All-Staff meetings. Admittedly, not all staff members can attend. However, we will videotape the meeting for those who cannot attend and we will continue to attend all other sites' staff meetings (Westlake & Highland Hills Adult Day Service and Memphis & Edendale group homes). This forum allows for all administrative and program directors to share updates and it allows the staff members in attendance the opportunity to pose questions/concerns in a broader group setting. Our first is scheduled for Tuesday, March 24 at 3:15 at the Wolstein Center's client lunchroom. Please make every effort to attend. I look forward to seeing you there!

Agency Highlights

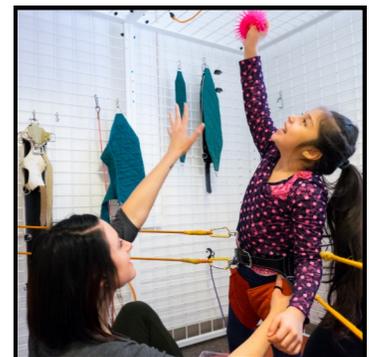
Adult Day Support/ Organizational Employment - The ADS/OE clients at all three locations participated in a month long celebration of Black History Month during February. Clients learned about influential African Americans such as Bishop Tutu, Paul Downing, Garrett Morgan, Frederick Jones, Al Sharpton, Will Smith, Denzel Washington and Cleveland's own Romona Robinson. Romona actually came to the event to surprise the group of OE clients who chose to do their presentation on her. It was a wonderful, emotional day! We also have a couple different events planned for March, which is Developmental Disability Awareness (DDA) Month. Our St. Patrick's Day/DDA festivities included a small indoor parade, live jazz music and refreshments. On Friday, March 27th, storyteller, Sherri Tolliver, will be at UCP WOL to tell the story of Wilma Rudolph, an African American woman who overcame her disability to be billed the world's fastest woman in the 1960's. She went on to compete in two different Olympic games.



Community Employment/Transition Services - CE/TS is in full bloom this spring! As the Project SEARCH interns begin their third and final internships, our Job Placement Specialists are on the hunt to find great jobs for our work-ready graduates. Meanwhile, the Cleveland Metroparks Zoo is anxiously awaiting the arrival of some new smiling faces to assist Northeast Ohio's animal lovers. The opportunities at the Zoo are no monkey business and range from cleaning up after guests while standing next to a lion, to greeting families, old and young, at the gift shop. We are grateful to have this wonderful work experience for another year. Community Employment is also proud to be training some of Cleveland's future work force through our Summer Youth Experience program. Interns work at places such as the Zoo, the Science Center, Lorain Community College, and more. Although summer work is ramping up, our dedicated and reliable workforce throughout the community is hard at work. Our newest site at Case Western Reserve University in the Tinkham Veale University Center is finishing up its first school year. The site has been a great success and has allowed our clients to work among other bright, young minds who are gearing up to change the world. Overall, CE/TS is proud to be a part of the exciting growth of Cleveland and looks forward to continued success for our clients.



Children's Services - Traditional therapy, Steps to Independence and our Case Management programs are an essential part of Children's Services. Through these programs, our ultimate goal is to improve the overall function of the child and to provide support to the full family unit. The therapy program touched over 182 clients in 2014. Children's Services currently serves over 390 students in the school settings with over 8 school contracts. Our school-based therapists are well trained in school-based therapeutic intervention as well as have a good understanding of the multi-complex child. This year over 11,000 hours were served in our school settings and in our Day Program. To help with this demand, we recently hired our first Intervention Specialist to complete our Trans-disciplinary Day Program team. This program promotes functional skills within an alternative school setting (UCP therapy department and the community) to enhance daily living skills, socializing, sensory processing, physical and visual development, academic skills and overall communication skills. Some other good news—our AT therapy team received a grant for approximately \$10,000 through the Ronald McDonald House Charities for Assistive Technology and Augmentative Alternative Communication devices and equipment!! This will support the growth of the Children's Services AT program within our agency and into the community, especially school settings and homes. UCP continues to offer Independent AT Assessment at the agency, in the school setting and in the home environment to provide accessibility for all clients. We would like to welcome new staff members Rebecca Young, OTR/L, Kayla Teague, OTR/L, and Katelyn Kish, Therapy Aide. We would also like to welcome back Jennifer Soros from her maternity leave and congratulate Lauren Baird on the birth of her daughter.



Group Homes - The Edendale and Memphis group homes are both doing extremely well with changes in both staff and clients. Edendale has moved in three gentlemen who are adjusting well to their new environment. The Edendale clients have gone on outings to visit the three ladies that recently moved out of Edendale to their new home in Mayfield Heights. Dale Kundtz just celebrated his 66th Birthday with his favorite meal from Kentucky Fried Chicken and ice cream cake. Brandon Gibson also celebrated his birthday on March 19th. He enjoyed an evening out on the town filled with fun and laughter at the Improv with all of his housemates. Upcoming events for both homes are Friday dances at the Rosemary Center, and Wade Oval on Wednesdays which are music concerts held at Cain Park in Cleveland Heights.



Development - Everyone in Development are gearing up for the third annual Race to Empower 5k and One Mile Fun Run, which will be held Sunday, May 3rd! The race starts and ends at UCP of Greater Cleveland headquarters and goes along the edge of University Circle through Rockefeller Park. We want as many employees as possible to be involved, which is why we are offering a special



employee discounted rate of only \$10 for the 5k**! UCP will pay the WHOLE registration fee if you raise \$100 or more! The biggest team (by percentage) will also win a pizza party. Teams are broken out as follows: Team Organizational Employment, Team ADS WOL, Team ADS HH, Team ADS WL, Team Community Employment, Team Transition Services, Team Group Homes, Team Children's Services and Team Administration. To register, please fill out a 5k entry form and return that to Emily Hastings (Office 213) with your \$10.

***Please note this offer is for employees and the 5k option only - one mile participants and family members must pay the full price.*

A BIG THANK YOU goes out to Emily Hastings, our Special Events and Marketing Coordinator, for the new "look" of UCP's Employee Newsletter. She utilized her creative and artistic talents to significantly upgrade the appearance of our newsletter as it returns to print after a six month hiatus. Thank you, Emily, for all of your assistance in "classing up" our look.

Focus on Wellness

With the Affordable Care Act we hear much conversation on the cost of healthcare and the critical importance of taking personal responsibility for one's health. Most headlines about Wellness focus on physical practices. Yet there is more to Wellness. Imagine the power of using your whole self – head, heart AND body – to create outcomes that are more positive for you and everyone around you.

Sickness vs. Wellness

Wellness is defined as "the state or condition of being in good physical and mental health." This may seem obvious, but notice that our core healthcare model (as practiced in the United States, at least) is a Sickness model. We only pay attention to our health when it is absent, at which point we go to a doctor and say, "fix me."

Wellness focuses on personal responsibility for preventing breakdowns before they occur. It is your job to create and maintain your health. The healthcare system is slowly shifting to support a wellness conversation. But, you need not wait; you already have the power to improve your quality of life by making different choices.

The "Big Four"

The healthcare system often speaks of The "Big Four" drivers of cost in healthcare:

1. Food choice and portion control
2. Tobacco use
3. Physical inactivity
4. Stress and the inability to manage it

(Continued on Page 4)

Focus on Wellness (cont.)

The Big Four account for 75% of chronic disease, 81% of hospital stays, 91% of prescription drugs, and 76% of office visits (source: Cleveland Clinic/Towers Watson, 2011 study). Each of these four factors has an emotional side as well. Here are some tips for overcoming the Big Four for a happier, healthier YOU.

1. Food choice and portion control – You are what you eat. When you eat high-energy food, you feel great. If you eat junk food, not so much. The same applies in the emotional realm. What do you feed your emotional self? Do you practice Gratitude ... or Gossip? Do you feed yourself more drama and network news (war, terrorists) OR do you look for the good news and the humor in life?
2. Tobacco and Toxins – We all know the many ways in which tobacco use decreases life span and reduces quality of life for those who become addicted to it. Emotional “toxins” can have a similar impact on well being. “Toxins of the soul” are: (1) thinking always of what could go wrong or (2) waking up and listing all the injustices others have inflicted on you. These daily “toxins” steep you in negative emotions and when you live in them constantly, they eventually wear you down and kill optimism, hope and happiness.
3. Physical Inactivity – When your body is not exercised sufficiently, your muscles and bones become weaker and your metabolism slows. Over time you begin to gain weight and it is harder to move as you weigh more. Rather than seek hours of exercise, fit your fitness into tiny increments like using part of your lunch to take a walk; skip the elevator when you can and take the stairs; or march in place while you watch TV. In the same way, exercise your mind to create stronger, more positive emotions for yourself. “Fake it til you make it” is a powerful mantra to strengthening your emotional health. Put on the mood or emotion you want to feel and do that several times each day. After awhile you'll notice you genuinely feel that positive emotion more often and it's easier to get to that mind set.
4. The Complicating Factor-Stress – Stress can be positive in periodic doses. A project deadline kicks up your productivity or the desire to do a quality job keeps you alert and engaged. But if stress increases or is continued for longer periods of time, stress becomes di-stress. Stress held for too long in the body affects your emotional resiliency as well as your physical body. Most stress is 100% self-created by time travel. This means you are living in the past or future in your head by telling yourself a disaster story that is either history or fiction. You make a mistake and you wallow in regret or self-criticism long after the event occurs. Or, you fret, worry, or freeze up over some future event that is yet to occur.

This is why mindfulness is one of the most powerful cures for stress. Mindfulness is defined as “a mental state achieved by focusing one's awareness on the present moment while calmly acknowledging and accepting one's feelings, thoughts and bodily sensations”. Focusing on the NOW and noticing, without judgment, what IS versus what WAS or what MIGHT HAVE BEEN. Yoga can be a form of mindfulness, as well as taking a walk or simply watching a sunrise or sunset. However, the simplest form of mindfulness is breathing. When you focus on your breath, you briefly stop time traveling and you are paying attention to only NOW. Try it when you feel your stress levels rising. Your stress won't disappear, but you may find it easier to carry.

Employee Profile: Emily Hastings



Emily Hastings joined UCP of Greater Cleveland in December, 2012 as the Development Associate and has since been promoted to our Special Events & Marketing Coordinator. She graduated Magna Cum Laude from Ohio Wesleyan University where she double majored in journalism and Spanish. Emily was the Public Relations Chair of her sorority, Kappa Kappa Gamma, where she first got a taste for planning special events.

Emily plays a vital role in the agency's special event fundraisers and community outreach events. She is also responsible for maintaining and writing copy for UCP's website, social media platforms, UCP's blog and other collateral material. In addition, she helps to coordinate the agency's volunteers, including UCP's young professionals group, the Friends Committee.

In her spare time, Emily enjoys exploring the Cleveland food scene, watching the Cleveland Indians (Go Tribe!), traveling, and working on her “new” century-old home. Her dream is to travel the world and write a book about her experiences. “I just have to win the lottery first,” she jokes.

HR News and Notes

MARK YOUR CALENDARS! Open enrollment for benefits **will begin on Monday, 4/6 and will end on Thursday, 4/16**. This is the time frame when you can sign up or make changes to your health insurance, dental insurance, vision insurance and/or short-term disability insurance. You will also be able to add or drop any additional coverage: Telemedicine, Critical Illness, or Accident Insurance. Depending on your income level, you may qualify for government assistance for health insurance under the 2014 Medicaid Expansion program. A guide book on Medicaid Expansion will be posted in all the Employee bulletin boards throughout the Agency if you want more information.

Everyone must go onto the website to make your health care selection because the options have changed slightly from last year. The good news is that the health survey is at the beginning of the selection process. So when you log onto the website, you can quickly waive insurance without going through the survey as you were forced to do last year. When making your health insurance selection, you can also skip the survey and go right into the selection portion of the website. If you need assistance in the enrollment or re-enrollment process, contact the Director of Human Resources.

Dental, vision and short-term disability insurance costs have not increased. Selections for these insurances will continue to be made on paper forms. However, we have simplified this process as well. You will be asked to simply check a box on this form if you wish to continue coverage, add coverage, drop coverage, or add/drop dependents.

If you are enrolling in any of these three insurance plans for the first time, you will need to complete an enrollment application. In addition, for the short-term disability, you will be able to increase or decrease the amount of your disability insurance coverage at this time. **Please note** that if you are signing up for short-term disability for the first time as you did not do so when first hired or are increasing your coverage, you will be subject to medical underwriting and will also have to complete a medical underwriting questionnaire to be submitted with your enrollment application.

BUILDING ON ALL THE POSITIVES OF UCP!! Just as we are required to write up an MUI (Major, Unusual Incident) report when a negative incident occurs at UCP involving a client or an employee, we would like to implement a PUI (Positive, Unusual Incident) report. In this "report" you will write about a **positive** incident that you witnessed or experienced due to a UCP employee going above and beyond their normal scope of duties. A "PUI" nomination form will be placed around all of our facilities to be completed and sent to the attention of the Director of Human Resources

The Directors will review these PUI reports each month and select the Employee of the Month who will receive a \$25 UCP Thank You gift for going the extra mile for UCP and/or our clients. Anyone can nominate someone....co-workers, volunteers, Managers, or Directors. One of the Directors will surprise the Employee of the Month in their work area to announce their award for that month. In addition, their name will be posted on the lobby TV during that month.

Each January, an Employee of the Year will be selected from the 12 employees that received the Employee of the Month award. That employee will receive a \$100 UCP Thank You gift and will be honored at the Annual Meeting.

Birthdays - Happy Birthday to All of You!

March

Ericka Coleman - 3/5
 Tammy Willet - 3/6
 Timothy Wallace - 3/6
 Regina Jackson - 3/7
 Dominique Poindexter - 3/7
 Ardys Worship - 3/8
 Daneen Crawford - 3/8
 Caitlin Kurilko - 3/8
 Annie Wilson - 3/10
 Dina Coleman-Deal - 3/14
 Tracy Lee - 3/17
 Philipa Myers - 3/18
 Shanita Dozier - 3/22
 Laurene Sweet - 3/31
 Jill Summers - 3/31

April

Pamela Johnson - 4/2
 Nick Holton - 4/3
 Natalie Kutina - 4/4
 Andrew Kruse - 4/6
 Nicole Grice - 4/8
 Eric Hibinger - 4/9
 Rose Dilonna - 4/11
 Christopher Goodman - 4/13
 Tiona Wise - 4/14
 Paul Soprano - 4/14
 Anita MacGregor - 4/15
 Raynetta Jenkins - 4/27
 Heather Hoffman - 4/27
 Jennifer Soros - 4/29

May

Lakesha Porch - 5/1
 Michele Kristoff - 5/5
 Vera Schneider - 5/9
 Kathy Haxton - 5/11
 Renee White - 5/11
 Emily Woods - 5/11
 Lanise Priah - 5/15
 Austin Graham - 5/18
 Tiffany Straub - 5/18
 Miriam Mercado - 5/19
 DaShundra Myrick - 5/19
 Kayla Teague - 5/19
 Pamela Ford - 5/20
 Sierra Luckett - 5/26
 Ann Hopkins - 5/31



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Manager

Beth Lucas,
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Officer

Paul Soprano,
Director of Adult
Services

Intesar Taye,
Director of Children's
Services

Tammy Willet,
Director of
Development

Anniversaries - Congratulations and Thank You to All!

March

Jessica Metz - 3/3/2014 - 1 year
Lindsey O'Neill - 3/3/2009 - 6 years
Yatanya Humphrey - 3/5/2012 - 2 years
Kathy Haxton - 3/5/2012 - 3 years
Carrienne Raymond - 3/5/2012 - 3 years
Michelle Sprinzi - 3/5/2012 - 3 years
David Modic - 3/6/2006 - 9 years
Aretha Johnson - 3/7/2011 - 4 years
Andrea McMuldren - 3/11/2013 - 2 years
Natanya Thompson - 3/11/2013 - 2 years
Colleen Bennett - 3/19/2012 - 3 years
Beth Lucas - 3/24/2008 - 7 years
Jill Wozniak - 3/24/2008 - 7 years
Miranda Dean - 3/25/2013 - 2 years

April

Iris Craig - 4/2/2012 - 3 years
Mary Ellen Rhein - 4/4/2011 - 4 years
Miriam Mercado - 4/18/2005 - 10 years
Raheem Merritt - 4/21/2008 - 7 years
DaShundra Myrick - 4/22/2014 - 1 year
Lora Onafuwa - 4/22/2013 - 2 years
Rebecca Ravas - 4/23/2002 - 13 years
Kashina Minor - 4/28/2003 - 12 years

May

Nick Holton - 5/7/2012 - 3 years
Vera Schneider - 5/14/2007 - 8 years
Lakeysha Minter - 5/19/2014 - 1 year
Aziza Gray - 5/20/2013 - 2 years

Happy
Anniversary

Please advise me at cbennett@ucpcleveland.org or at extension 1327 if you prefer to not have your birthday or anniversary listed in the newsletter.

Upcoming Events

Sunday, May 3 – Race to Empower 5k and One Mile Fun Run (3rd Annual)
Starts and ends at UCP headquarters (10011 Euclid Avenue, Cleveland)
7:30am – 10:30am (race goes off at 9:00am)

Monday, June 8 – Tee Up for UCP Golf Outing (29th Annual)
Canterbury Golf Club (22000 South Woodland Road, Shaker Heights)
11:00am – 7:00pm

Tuesday, June 16 – 65th Annual Meeting
Tinkham Veale "The Tink" University Center (1038 Bellflower Road, Cleveland)
5:30-8:30pm

Sunday, July 26 – Team UCP at the Cleveland Triathlon (8th Annual)
North Coast Harbor/ Voinovich Park (East 9th Street Pier, Cleveland)
6:00am – 12:00pm

Saturday, October 10 – "Puttin' On The Ritz" Roaring '20s Gala
WRHS Crawford Auto & Aviation Museum (10825 East Boulevard, Cleveland)
6:00pm – 11:00pm

