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Trish Talk



Who manages UCP of Greater Cleveland? You may think it is I, however, you would be wrong! I actually report to our Board of Directors, a group of 36 professionals who volunteer their time, treasure and talents to oversee and assist the agency to be successful. They employ me and oversee my performance as your president and CEO, monitor the agency's financial situation, assist with strategic planning, help us to raise over \$1 million each year and, overall, help me to balance the mission and finances of UCP of Greater Cleveland.

Our current Board is made up of 4 attorneys, 2 bank presidents, 5 bank vice presidents, 5 corporate CEOs, 2 lobbyists, a nonprofit CEO, a retired nonprofit CEO, a physician, a financial advisor, a software consultant and several corporate directors/vice presidents in manufacturing, insurance, healthcare, sales, etc. They come from banks (PNC, Key, Fifth Third, JP Morgan Chase), hospitals (UH and Cleveland Clinic), corporations (Sherwin Williams, Eaton, Lubrizol, Swagelok, etc.), Giant Eagle, Medical Mutual, Vitamix, Hyland Software and others.

Board membership diversity is hard to come by and our board's make-up is very diverse compared to others in Cleveland. Our board meetings are held every other month and almost all board members serve on a board committee that meets in between general meetings. We have outgrown the boardroom at the Wolstein Center and now meet at the Union Club downtown. Our board members attend several meetings, fundraising events, and UCP site tours. They speak highly of us to their friends, family and professional contacts and help to spread the word of the outstanding work you do! We are fortunate to have such a committed group of volunteers who are willing to offer their support and expertise to UCP of Greater Cleveland.



Agency Highlights

LeafBridge Services: Our School Therapy Team ended another successful school year and we have added the East Cleveland school district to our list of contracts. We have served over 400 students in 7 different school districts. Camp LeafBridge began June 12 with 7-8 campers engaging in a variety of recreational activities, working together, having fun and learning about everything from animals to cooking. You may see our campers in the pool or out and about. Steps to Independence, our intensive model of therapy, also started June 12 (session I) and another session will start on July 17 (session II). Kids and young adults will be working hard physically and mentally to achieve their goals. We look forward to our clients building skills and friendships in LeafBridge this summer! "Wheels on the Runway Event" was a great success. Over 40 clients from LeafBridge programs participated in a fashion show to raise money for a fund to support UCP families in need and LeafBridge programs. The clients had their hair, make-up and nails done for the fashion show. They were able to show their bright smiles and strut their stuff in front of their families and friends.



OakLeaf Day Services (Wolstein, Westlake and Highland Hills) – Our Community Connectors have made great strides during the transition to get our clients out into the community to explore their interests. OakLeaf Day Services continues to work on their Employment First initiatives. They currently have 10 community partners where our clients volunteer several times a week to work on vocational goals and skills. Clients are also out in the community for career exploration, visiting places and jobs they have expressed an interest in pursuing and learning more about. **Wolstein Center Clients** have been avidly looking for volunteer opportunities and have developed relationships with the Cleveland Food Bank where they welcome our clients once a month to sort and package food. They have developed a relationship with the Kids Book Bank where clients sort books by themes and package them. They also have a relationship with Eliza Bryant Nursing Home where clients engage in activities with the residents including art, music, games and cooking projects. Several **Westlake** clients also volunteered at MedWish International, the Book Bank and the Westlake Library. In addition, Westlake went to the Crawford Auto Aviation Museum, shopping at Crocker Park, Hollstein Park, and the Cleveland Metroparks Zoo. **Highland Hills** is making some gainful strides with new staff and the opening of a new classroom which has been open for just over a month. They are also in the process of transitioning to a model that will promote a more socially friendly environment by implementing a



homeroom. This will consist of individuals being assigned to a room but having more freedom to explore activities in the other classrooms that are not offered in their homeroom. Each class will have a special feature making it unique and enticing to explore. **All Day Services** programs had their Mother's Day party whose theme was "A Day in Paris with Mom." Each of our day program locations had a great turnout for this event honoring our mothers. More summer fun is being planned with cookouts and luaus.

Agency Highlights (cont.)

Oakleaf Job Training (OJT): Individuals enrolled in OJT are continuing to be more involved in the community. There is a new group volunteering on a regular basis at MedWish International where they are sorting donated medical supplies. Some of the individuals have surprised themselves about how much they are able to accomplish. OJT admitted 4 new program participants in March. Two of the individuals are now working at the reception desk when Lori takes her lunch and breaks. They are both on the "fast track" to community employment. The Oakleaf Giving Back Group was extremely successful this year with our agency's Annual Harvest for Hunger Drive. Between Bake Sales, Carnivals, Nut Sales, Easter Plant Sales and an International Day, they raised over \$1,700. CONGRATULATIONS!!



OakLeaf Partners: For almost twenty years, OakLeaf Partners has had the opportunity to connect with employers to establish and maintain supported or small group employment (SE) within their businesses. Some of our current partners include the Cleveland Clinic, Cleveland Metroparks/ Zoo, Compass Health, Fifth-Third Bank, Oatey and PNC Bank. Roughly 40 client workers are currently receiving vocational training and earning a paycheck at these SE sites to develop their employability skills. The goal for them is to ultimately move on to competitive integrated employment. Many clients authorized for community based assessments also have had the opportunity to evaluate their skills at these sites. With the start of the Employment First Initiative, adults with disabilities are expected to transition to integrated employment as opposed to supported employment (SE). Due to changes to Medicaid Waiver guidelines and Cuyahoga County Board of DD funding, some sites will be closing by June 30, 2017. However, some employers have worked creatively with OakLeaf Partners to find ways to retain their SE sites beyond this date. This will allow many individuals to continue their job training at these employers. Also, several individuals, whose sites will be closing, will be hired on by that company, advancing them on the path to integrated community employment. All UCP staff impacted by these changes have been reassigned.

Transition Services: Our 45 2016-2017 Project SEARCH interns have graduated. The graduation celebrations were joyous! This was year one for both Lakeland Community College and Westfield Insurance and each site held unique ceremonies. One student intern from Westfield prepared a wonderful, creative video, interviewing Westfield staff and interns. Ten interns have already been placed in jobs, and the Job Placement Specialists and the teams have been working to find employment for the remaining



interns. We have ramped up for our Summer Youth program and are serving about 50 young people in both work experience and career exploration at several sites in Northeast Ohio. We have added three additional sites this year in addition to our previous sites at Great Lakes Science Center and Aramark at the Metroparks Zoo. The new sites include Willoughby Schools, Cleveland Clinic in Beachwood and Avon Oaks Caring Community.

Agency Highlights (cont.)

OakLeaf Group Homes (Edendale and Memphis): Memphis had three new staff members join the team which closed the gap so we can get back out into the community more. Both Memphis and Edendale joined together for their first Spring celebration which was amazing. Brandon went on his first trip to the outlet mall where he shopped until he dropped. The staff and clients cooked and had a great time for Memorial Day as they enjoyed family visits. Staff at both group homes have been working hard to pull together so that they can give the clients the services and support they need and deserve.

Development: The Development Team would like to send a BIG thank you to all of the employees who participated in the Race to Empower 5k and One Mile Fun Run this year. The event was a huge success, with over 635 participants! The department competition for the largest team by percentage was extremely close, but ultimately LeafBridge came out on top as the winner of the pizza party with 66% of the department participating either in the race or as a volunteer.

Summer is always an extremely busy time for the Development Department. In addition to the Race to Empower in May, the annual Tee Up for UCP Golf Outing was held on June 5th and our Annual Meeting was held on June 13th. Fourteen employees were honored for their service to the organization, including Greg Zaryk, who has been with us for 25 years and our President & CEO Trish Otter, who has been with us for 15 years! Thank you to all of the employees who have remained with UCP of Greater Cleveland, going above and beyond each and every day to serve our clients!

This year will be our last year as the official charity of the Cleveland Triathlon. We are still recruiting volunteers for this event. Even though it is an EARLY Sunday morning, I promise you that it is an event you do not want to miss! Be a part of this fantastic legacy by volunteering your time to cheer Team UCP across the finish line one last time. The event will be held on Sunday, July 23rd, and volunteers are needed from 5 am to 12 noon. Contact Emily Hastings at ehastings@ucpcleveland.org or at ext. 1232 to sign up or for more information.



Employees honored at UCP of Greater Cleveland's Annual Meeting included:

5 Years of Service: Colleen Bennett, Yatanya Cavor, DeAnna Daniels, Sharita Dozier, Katie McGregor, Carrienne Raymond, and Kelly Spears.

10 Years of Service: Diane Karban, Vera Schneider and Renee White.

15 Years of Service: Maxine Fentress, Trish Otter and Rebecca Ravas.

25 Years of Service: Greg Zaryk (pictured to the left with President & CEO Trish Otter and Board Chair Brian Padden.)

HR News and Notes

Congratulations to our Employee of the Month (EOTM) Winners:

- **March** – Elisabeth Bullock, LeafBridge COTA
- **April** – Amy Vedova, Activities and Training Manager
- **May** – Ronisha Sanford, Westlake Day Services Community Connector

It is always a difficult decision to choose who should win this award because there many UCP staff nominated for their extra efforts. Candy-grams are issued to these nominees to also recognize them and their contributions to UCP and its clients. Thank you to all UCP employees for all of your hard work!!

More News from Your 401(k) Plan Sponsor – VOYA

Beginning in September 2017, participant statements will be accessible on VOYA's website and will no longer be automatically sent via US Mail. There is no action required on your part. With Online Statement Delivery, you can:

- View statements whenever needed, 24/7
- Reduce the clutter of paper and feel secure statements have not been lost in the mail
- Improve recordkeeping with access to current and historical statements over a 24-month period
- Track progress toward retirement using VOYA's website and myOrangeMoney
- Opt out of Online Statement delivery at any time and receive paper statements by updating your Mail Preferences on VOYA's website or by calling VOYA's Retirement Readiness Service Center

Coming Soon – VOYA's New Verification Step – One-Time Passcode

Starting July 31st, you will be asked to enter a randomly generated passcode to verify your identify whenever you log into your VOYA account from a new device or forget your username or password.

Benefits to you:

- Eliminates security questions
- Validates identity with a simple passcode
- Protects your credentials
- Secures participant data

Few Suggestions: (1) Please respect one another's personal property. Do not help yourself to lunches or food that belongs to others. (2) When ordering lunch or when you have visitors arriving at UCP, please be courteous and give the front desk a call so they will know how to route the visitors and/or lunch orders correctly without having to guess or to call around the Agency. Thank you for your understanding and cooperation.

Employee Spotlight

Stacy Corona joined UCP in March as the Human Resources Generalist. Stacy has 20 years of experience in the DD field in various positions. While working on her Sociology degree at Cleveland State, she was a Direct Support Professional. After graduating, she became a QIDP at a twenty bed group home. She then took on the role of House Manager/QIDP at an eight bed group home and also spent three years as a HR Manager. Stacy misses working directly with the clients, but is happy to be working in the field that she loves. She is enjoying her time at UCP and learning about all the different facets of the organization. Stacy was raised in Bedford and now lives on the Cleveland's west side with her husband and her mischievous dog, Lexi. Her favorite pastimes include traveling, reading, and exploring new hiking spots around the Cleveland area.



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Agency Leadership Team

Trish Otter,
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Colleen Bennett,
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Beth Lucas,
Chief Operations
Officer

Matt Natole,
Director of Finance
& Administration

Paul Soprano,
Director of OakLeaf
Services

Intesar Taye,
Director of
LeafBridge Services

Tammy Willet,
Director of
Development &
Marketing



Birthdays - Happy Birthday to All of You!

July

Kashina Minor	7/3
Rikeda Lattimore	7/4
Sharde Morgan	7/6
Greg Zaryk	7/11
Labert Chrisian	7/12
Esther Winn	7/16
Carmen Martinez	7/18
Nancy Rodriguez	7/20
Quana Lusane	7/24
Carrie Brown	7/24
Cynthia Ball	7/25
Elisabeth Bullock	7/26
Gabrielle Hawkins	7/27
Cheressa Harden	7/28
Christina Starkey	7/29
Kristie Stradtman	7/31
Britni Walters	7/31

August

Wynett Fayne	8/1
Sabrina Shelton	8/2
Denise Ray	8/3
Celia Chesnick	8/6
DeAnna Daniels	8/6
Mietta Roberts	8/8
Donna Woods	8/8
Nicole Pritt	8/8
Thomas Donovan	8/9
Chardai Howard	8/10
Carrienne Raymond	8/11
Shelby Helnick	8/15
Aretha Johnson	8/18
Nicholle Dixon	8/21
Leslie Stahl	8/23
MaryRose Pieffer	8/24
Laura Townes	8/25
Katherine Adkins-Dix	8/27
Tiffany Jackson	8/31

September

Jacalyn Florman	9/1
Dana Stratz	9/3
Christie Shelton	9/3
Tonya Jones	9/3
Elana Tenenbaum	9/6
Sharese Hayes	9/6
Kimberly Holley	9/6
Erica Robinson	9/8
Yatanya Cavor	9/9
Christopher Coon	9/11
Andrea Isaac	9/13
Diane Karban	9/19
Intesar Taye	9/19
Tonya Bonner	9/22
Charles Freed	9/24
Evgenia Tararova	9/24
Ronisha Sanford	9/25
Erin Maglio	9/25
Jackie Quinones	9/27
Juanisha Manning	9/28
Janet Bibbens	9/30

Anniversaries - Congratulations and Thank You to All!

July

Katricia Wheeler	10 Years
Lakesha Porch	8 Years
Maria Stearns	5 Years
Eric Hibinger	3 Years
Tenishia Wilson	2 Years
Valerie Kessler	2 Years
Patricia Koehl	1 Year
Shanice Williams	1 Year
Stephen Molchan	1 Year
Krystal Jackson	1 Year
Chelsey Starin	1 Year
Joseph Garvin	1 Year
Laura Townes	1 Year
Wynett Fayne	1 Year

September

Maxine Fentress	17 Years
Laurene Sweet	10 Years
Nancy Rodriguez	9 Years
Nicole Booker	8 Years
William Basenback	5 Years
Kristie Stradtman	5 Years
Sherita Hooven	3 Years
Rikeda Lattimore	3 Years
Elana Tenenbaum	2 Years
Nicholle Dixon	2 Years
Christie Shelton	2 Years
Tonya Jones	1 Year
JacQuetta Thomas	1 Year
Kimberly Holley	1 Year

August

Trish Otter	16 Years	Dina Deal	3 Years
Paul Soprano	15 Years	Tonya Bonner	2 Years
Ericka Coleman	10 Years	Quana Lusane	2 Years
Tammy Willet	9 Years	Carrie Brown	2 Years
Richard Falconer	7 Years	Shannon Hawthorne	2 Years
Heather Hoffman	7 Years	Amber Beavers	2 Years
MaryRose Pieffer	5 Years	Tiffany Hairston	1 Year
Ed Brito	4 Years	Sarah McDermott	1 Year
Joshua Whitely	4 Years	Erika Harvey	1 Year
Jill Summers	3 Years	Sharese Hayes	1 Year

Apologies to Ryan Dew whose one year anniversary was on April 5th which was accidentally not included in the March Employee Newsletter.

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.