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### Trish Talk

I write this Trish Talk to all of you who have direct contact with the children, adults and families we serve.

Much is asked of you. You answer to each of the individuals you serve, the team you work with, your supervisor/management, and of course, yourself.

Many of you experience constant change in your responsibilities that require training and adjusting. You have many rules to follow and much documentation to complete. Your jobs require both physical and emotional stamina. Both the physical and the emotional stress of the job can be draining. You care for and become attached to our "clients" and when they become ill or pass away, it takes a toll.

While I don't witness as much of our day to day services as I would like, I can tell you that I continue to be amazed by the warmth and care you offer our clients every day. I hope that you find joy and pride in what you do. I thank you for your commitment to your work and I keep you and our clients in my prayers. And it is the job of the rest of us...the Maintenance, Finance, Human Resources and Development Departments...to support you in what you do and give you the tools you need in order to succeed. They, too, work very hard in their respective areas to not only support what you do but also to meet the many demands placed upon them. You all set a high standard that moves us forward and allows us to tell the community of the wonderful services offered by UCP of Greater Cleveland.

### Agency Highlights

**OakLeaf Day Support at Wolstein, Highland Hills and Westlake:** Westlake had a very eventful summer. We enjoyed ice cream at Huntington Beach, visited Lake Erie Nature Center, toured the Botanical Gardens and had snacks at the West Side Market. We escaped the summer heat by going to Dave & Buster's and the Westlake Library. Clients also had the pleasure of throwing a "Farewell" party for Andrea McMuldren, our Case Manager who is completing her Master's degree, and welcomed Carlos to the Westlake family. At **Highland Hills** we enjoyed numerous community outings such as visiting Edgewater Park, shopping at Legacy Village and visiting one of our favorites, the Cleveland Zoo. While it was a hot summer, we took the opportunity to go on walks, ride tricycles, read outside and have a barbeque. During the summer we welcomed two new clients and we will be welcoming a third into our Easy Street program this month. With the addition of these three clients we recently opened our fourth classroom at Highland Hills. We are excited about our growth and expansion!

**At Wolstein** we enjoyed a Luau celebration as did Highland Hills and Westlake. Fruity tropical drinks, outstanding steel drum Island music, and the limbo were enjoyed by all! The UCP choir performed at the VA Hospital's multi-cultural fair on August 19. In the spirit of Employment First, we have made a new community connection with Sunrise Point Care and Rehabilitation in Garfield Heights. Four of our clients from our Day Services program have been to Sunrise a few times to volunteer, helping residents with activities and transporting them from one area to another so they can enjoy the activities. Our clients are taking steps in building relationships and become aware of how they can help others in the community. And welcome to Steve Molchan, UCP's new Day Services Manager.



To learn more about Steve, he is spotlighted in this quarter's employee newsletter on page 4.

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## Agency Highlights (continued)

Island Jeff, who has entertained at the UCP luau for several years, took time out of his busy day to praise our Day Services staff. He said he could tell that UCP has an outstanding staff based on the interactions he saw of the employees with the clients. He said they were worrying about who could have certain foods; watched to make sure the clients weren't going out the doors; determined what clients needed to be close to the music; and which clients needed to be farther away. Staff were taking pictures and dancing while at the same time making sure the clients were safe and happy. He said our employees were genuinely engaged and enjoying their time with the clients and that UCP should be proud of them. He further stated that if he ever knew of anyone who needed services that we provide he would recommend UCP in a heartbeat. Congratulations, Day Services staff for your commitment to our clients and a job very well done!!

**OakLeaf Partners:** The OL Partners team has been hard at work this summer. They have been utilizing the extra hours of sunlight to find great jobs for our awesome clients. Now that they found the jobs, they needed more staff to support these newly-placed clients. Laura Townes has joined the team as Compass Health's Site Supervisor. Laura's enthusiastic personality is a great addition to the four clients who are working there. Our Job Coach, Matt Basenback is now joined by Sarah McDermott who comes to OL Partners with previous job coaching experience. We are excited to have these new employees on the team. We are sad though to announce that our Supported Employment site with Reese Pharmaceutical ended this past August. We had four individuals working there at the time. With Employment First in mind, we are exploring other options for these client employees. With the start of the "school" year here, OL Partners needed some new "school" supplies to support this growing team. The team will be utilizing new software and iPads in order to become more efficient. This new software and equipment will allow them to have more face time with the clients and the community. We are confident that with our strong team and new technology OL Partners will have continued success. And last, but not the least, CONGRATULATIONS to Kate Adkins, the OakLeaf Partners Manager, who is getting married on November 12<sup>th</sup>. When she returns from her honeymoon, she will be bringing with her the new name of Mrs. Kate Dix. UCP wishes you and your husband many years of love and happiness.

**LeafBridge Services, a Center of Excellence for Children:** LeafBridge wishes to congratulate Elana Tenenbaum on the arrival of her new baby girl in June and Heather Hoffman on the arrival of her new baby boy in July. Welcome back Meghan Mingee and Caitlin Kurilko on your return from your maternity leaves and again congratulations on the new additions to your family. Welcome Fran Sullivan, Occupational Therapist; Kate Lowery, Physical Therapy Assistant; and Erin Hughes, Speech/Language Pathologist to our LeafBridge Team. Our therapy programs served 230 clients as of August 2016. 41 clients were from our Day Services Program for new/modified equipment and exercise programs. 68 clients were served in our Steps to Independence intensive therapy program throughout the year. LeafBridge has completed a successful and busy summer Steps program. 12 of the clients served within our Steps program were students from local schools districts. They participated in our Extended School Year (ESY) program to continue and accomplish goals set by their Individual Education Plan (IEP). Welcome back to our expert school therapy staff. We wish you a happy 2016/2017 school year. Our program currently services over 350 students in 7 school districts. This summer we enjoyed a Family Picnic held at the Hudson home of one of our UCP families and had over 30 volunteers to help with all the fun and games. UCP and UCP families also participated in the Mission of Love Foundation's program and donated a variety of equipment to disabled children in Guatemala.



**Mission of Love**

**OakLeaf Job Training (OJT) Services:** OakLeaf Job Training welcomed their newest Jesuit Volunteer Corps volunteer on August 18<sup>th</sup>. Emma Sikes (from West Suffield, CT) is UCP's seventh volunteer to fill the position of Recreation and Wellness Facilitator. In previous years, UCP shared a volunteer with other agencies such as Youth Challenge and LEAP. This year, UCP is able to sponsor a full time volunteer and, consequently, the job has been expanded to include Community Integration. As the pioneer for this expanded position, Emma has already established an opportunity for a group of OakLeaf Job Training clients to volunteer 2 days per week at the Ronald McDonald House supporting families who reside there while their children receive medical care at Cleveland Clinic and Rainbow Hospitals. Not only will the opportunity give OJT clients a chance to be integrated in the community, but they will gain valuable experience which they can use on their resumes. To learn about the Jesuit Volunteer Corps, you can visit <http://www.jesuitvolunteers.org/> or you can stop by OJT and talk to Emma! She would love to meet you and give you more details about her Jesuit Volunteer program.

**Development:** I don't know how things went for all of you, but summer felt like it passed in a flash for the Development Department! The Annual Meeting, the Tee-up for UCP Golf Outing, board events and Team UCP at the Cleveland Triathlon all were great successes this year, and now we are gearing up for fall and the end of the year. As we quickly begin to make our transition into fall, I would like to take just a second to extend our sincere appreciation to all of the UCP employees that helped make Team UCP at the Cleveland Triathlon a success this year. Thank you to each of you for taking your personal time to volunteer on Friday, Saturday or Sunday (and for many of you it was more than once!) We could not have done it successfully without you! So THANK YOU!!!! Aside from our many everyday fundraising and marketing activities, the big event coming up in our near future is the UCP of Greater Cleveland gala—**Puttin' on the Ritz, A**

## Agency Highlights (continued)

**Celebration of the 1920s!** The event will be held on October 22<sup>nd</sup> at the InterContinental Hotel and feature an evening of food, dancing, auctions and fun! This event takes a great deal of planning and work each year from our Development Department and our event committees. This year's theme is a 1920s Speakeasy and our fundraising goal for this event is \$200,000 to support all the services we provide here at UCP. The other major fundraising push before the end of the year will be our Annual Sustaining Fund campaign. There are letters to write and envelopes to stuff! Over 3,000 letter requests will go out to our supporters, and our goal this year is to raise over \$185,000 to also support all of UCP's programs. We are also happy to report that all of our new brochures, banners, posters and other marketing materials are complete! Be sure to get rid of all of your old business cards, brochures and other materials. Please use only our new materials so that we can present a cohesive brand to our stakeholders. If you need hard copies of materials, contact a development staff member. To access electronic copies of materials, including our new videos, go onto your department drive and find the folder marked "Marketing—Official Agency." Also, be on the lookout for our new street banners, which should be installed on Euclid Avenue in the next month! We are also very happy to welcome our newest Development Department staff member, **Elliott Joseph Harrison**, born to Rachel and her husband Jeff on August 29<sup>th</sup>! Congratulations Rachel! While Rachel is on leave, Emily M. is filling in for her. Please stop by, say hello and make Emily feel welcome!



## Focus on Wellness: Fantastic fast food! Grab-and-go food that works for you!

Fast food has spent decades earning its bad name. But fast in terms of grab-and-go can be nutritious if you do it right. Even if you love spending time in the kitchen and working magic with your favorite nutritious foods, it can be hard to make time every day. Use these ideas and have nourishing snacks and meals at your fingertips in no time at all:

**Keep fruit and veggies at the ready.** Wash and chop berries, kiwis, carrots, cucumbers, peppers, and celery — and store them in easy-to-grab batches. Also keep some zero-prep produce: peel-and-eat bananas, oranges, tangerines and clementines, as well as apples and pop-in-your-mouth cherry tomatoes.



Credit: Zoorar, O. Kivach

**Go nuts.** Mix your favorite nuts with unsweetened dried fruit and dark chocolate bits, and store in an airtight jar for a filling and nutritious snack. You can also measure out quarter-cup portions of trail mix in advance for the perfect snack. This is a project that children love to do with you!

**Turn the freezer and pantry into your friend.** A can of chickpeas or pinto beans, frozen edamame or broccoli, and whole grains such as quinoa and brown rice (easy to cook and freeze) offer fiber and nutrients galore — in the same amount of time it takes to heat a can of SpaghettiOs.

**Seek out real-food power packs.** Individual packs of guacamole and hummus are nutritious choices for when you have an early morning meeting to get to and only a minute to fill your lunch box.

**Invest in the right "stuff."** Reusable containers of various sizes — for salads, sandwiches, dressings, dips, and snacks — can keep nutritious food fresh, organized and tasty.

## HR News and Notes

**DSP Appreciation Month** - UCP of Greater Cleveland participated in the 2016 National Direct Support Professionals Recognition Week, September 11 through September 17, by recognizing and thanking all of our direct support professionals for their dedication, service and their vital contribution to the Greater Cleveland area communities. UCP purchased fold up waterproof picnic blankets with the OakLeaf logo on them as a token of our appreciation for all of our outstanding DSPs. There was some breakfast food as well on Friday, September 16 at the three Day Services locations. At the Group Homes due to the multiple shifts and the difficulty of putting out food for all three shifts, the DSPs received small boxes of candy.



**Employee of the Month** – We want to congratulate our Employee of the Month recipients for the last quarter: **June – Charlie Freed**, Site Supervisor at Oatey; **July – Regina Jackson**, Environmental Service Technician; and **August – Carmen Martinez**, Wolstein Day Services Supervisor. Thank all of you for your dedication and commitment to UCP and to our clients. The September recipient has been selected, but we are keeping his/her name a secret since we can't make the award until later this month. The winner for September will be announced in the next quarterly newsletter.

**Fall Back** – Remember to turn your clocks back on November 6<sup>th</sup> at midnight when daylight savings time ends. Sunrise and sunset will be about 1 hour earlier on Nov 6, 2016 than the day before. So we will be able to enjoy more daylight in the morning during our commute to work.

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## HR News and Notes (continued)

**Employee Educational Presentations on Retirement Planning** - I have scheduled four employee educational meetings on retirement planning and how UCP's 401(k) plan can assist with this process. Our educational meetings this year will be held at the following locations, dates and times:

Tuesday, 10/18 – 8:15 am – Highland Hills

Tuesday, 10/18 – 3:00 pm – Wolstein

Friday, 10/21 – 8:15 am – Westlake

Tuesday, 10/25 – 9:00 - Edendale

Thursday, 10/27 – 9:00 am – Memphis

I encourage all of UCP employees to attend as the information you will learn at these meetings is for your benefit as the stability of the Social Security system is still not certain. The presentations will be approximately 40 minutes in length and then will be open for questions.

You do not have to be currently enrolled in UCP's 401(k) plan to attend. You do not have to be eligible to enroll in UCP's 401(k) plan either to attend. ALL employees are invited to attend to learn more about UCP's very generous and important benefit to ensure your future retirement security.

Since we have scheduled two presenters from our financial advisory firm to make these presentations, we would like to know how many employees plan on joining these meetings. I wouldn't want our presenters to go to any of our locations only to discover that there are no employees attending their presentation. Managers, can you please poll your staff and then email me the approximate number of employees attending at each location?

**Changes in Job Titles** - With the new branding process completed (Congratulations to our fantastic Development Department), we have recently revised UCP's job descriptions which reflect our new program names of OakLeaf and LeafBridge Services. We also have a variety of job titles changed in addition to the names of most of the OakLeaf Services programs. They are as follows:

LeafBridge Services – formerly known as Children's Services

OakLeaf Services – formerly known as Adult Services or Vocational Services

OakLeaf Job Training (OJT) – formerly known as Organizational Employment (OE)

Day Services (DS) – formerly known as Adult Day Services (ADS)

OakLeaf Partners (OLP) – formerly known as Community Employment (CE)

OakLeaf Group Homes or Group Homes – formerly known as Residential Services

Transition Partners – formerly known as Project Search

The OE Habilitation Assistants are now the OJT Community Connectors. The ADS Assistants are now the DS Community Connectors.

There were many other job titles shortened, but too numerous to mention here.

**R.A.D. training (Rape Aggression Defense) will soon be offered** - Officer Cannon of the CWRU Police Department has been offering training through their Rape Aggression Defense (R.A.D.) Program to organizations located in the Greater University Circle area. I am happy to announce that the CWRU Police Department will be hosting an upcoming course this Fall at no charge to you or to UCP. We are arranging a date and time for this training to take place here at Wolstein probably around 3:30 pm. Typically Officer Cannon requires the trainees to attend this class somewhere on CWRU's campus and it runs four consecutive evenings from 5:30 to 8:30. She advised me that she has a "condensed" version which runs about 2 hours. She said that even a "Cliff's Notes" version of the training is better than none at all. I hope many of our employees will take advantage of this very important training. Watch for further details to come.

## Employee Profile: Stephen (Steve) Molchan



Steve Molchan joined UCP in July as our new Day Services Manager. Steve will be overseeing the Day Services offered at Wolstein, Highland Hills and Westlake. Steve comes to us with a wealth of education and experience in the DD field. He was born in Youngstown and attended Youngstown State University where he received a degree in Social Work and is a Licensed Social Worker. He was the Program Director for Threshold Residential Services for 12 years supervising all the operations of both home and day programming for individuals with DD. He was a Behavior Specialist for the Trumbull County Board of DD and most recently worked for the TCBDD as a Support Administrator providing service and support to DD clients. Additionally he has 12 years in the mental health field serving as a child and family counselor and he also provides behavior support training for several agencies throughout Ohio and Pennsylvania.

Last weekend Steve became a very proud "Father of the Bride" in Pennsylvania. His daughter, Rachael was married on October 8<sup>th</sup>. If you see him hobbling around on crutches these days, you will have to ask him how his "Father of the Bride" role was impacted by his injury that weekend. Despite his injuries, he did not miss the important father-daughter dance at her wedding.

Steve has two dogs except when his daughter comes to his home with her fur babies. He then becomes the foster co-parent to her two dogs in addition to his own two as Rachael is a rescue dog foster mom. His interests include sports cars, motorcycles, and camping in the mountains of Pennsylvania and West Virginia.

Steve has the longest commute to work than any UCP employee. He is staying during the week on the East Side with friends and commutes each weekend to his home in New Middletown, Ohio. He was waiting until after his daughter's wedding to put his home on the market so he can permanently relocate to the Cleveland area. His current injury, however, is going to slow this process down.

Steve expressed how much he loved the opportunity at UCP to continue to serve the DD population, but hates the drive which we hope will be remedied before the snow falls this year. Please stop into Steve's office to welcome him and introduce yourself.

# UCP OF GREATER CLEVELAND

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**Intesar Taye,  
Director of LeafBridge  
Services**

**Tammy Willet,  
Director of  
Development  
and Marketing**



## Birthdays - Happy Birthday to All of You!

### 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 Humphrey-9/9  
Andrea Isaac-9/13  
Rachel Harrison-9/16  
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 Hughes-9/25  
Janet Bibbins-9/30

### October

Lora Onafuwa-10/1  
Rachel Verde-10/5  
Sharon Meixner-10/9  
Jason Petkac-10/13

### October continued

Aziza Gray-10/18  
Haley Berman-10/19  
Brian Corrigan-10/19  
Ed Brito-10/20  
Katherine Luck-10/20  
Alicia Verhovitz-10/21  
Tiffany Hairston-10/24  
Tina Finnerty-10/24  
Meghan Mingee-10/27  
Chelsey Starin-10/29  
Colleen Bennett-10/30  
Beth Lucas-10/30

### November

Katricia Wheeler-11/2  
Raheem Merritt -11/5  
Latora Young-11/7  
Briana Terrell-11/7  
Katherine Armbruster-11/8  
Amanda Easter -11/8  
Elizabeth Wilson-11/16  
Joshua Whitely-11/18  
Rebecca Guenther-11/19

### November continued

Matt Basenback-11/20  
Erika Harvey-11/20  
Teaire Baker-Harrison-11/21  
Tranita McKenzie-11/22  
Chivon Booker-11/27  
Carol Gray-11/29

### December

Kenneth Ross-12/4  
Krystal Jackson-12/8  
Angela Dawson-12/9  
Katherine McGregor-12/10  
Sonya Boyd-12/12  
Lori McGowan-12/16  
Sylvia Fries-12/17  
Julia Holder-12/23  
David Modic-12/23  
Cynthia Marks-12/24  
Maxine Fentress-12/27  
Joshua Jackson-12/27



## Anniversaries - Congratulations and Thank You to All!

### September

Maxine Fentree-9/1/2000—6 years  
Clara Mahon-9/10/2007—9 years  
Laurene Sweet-9/4/2007—9 years  
Nancy Rodriguez-9/2/2008—8 years  
Nicole Booker-9/14/2009—7 years  
Matt Basenback-9/24/2012—4 years  
Kristie Stradtman-9/24/2012—4 years  
Sherita Hoooven-9/8/2014—2 years  
Rikeda Lattimore-9/8/2014—2 years  
Elana Tenenbaum-9/16/2015—1 year  
Nicholle Dixon-9/14/2015—1 year  
Christie Shelton-9/14/2015—1 year

### October

Bill Jones-10/3/1988—28 years  
Mietta Roberts-10/11/2004—12 years  
Jamekia Cutwright-10/26/2010—6 years  
Katherine Armbruster-10/29/2012—4 years  
Janet Bibbins-10/8/2012—4 years  
Allyson Coleman-10/8/2012—4 years  
Jacalyn Florman-10/22/2012—4 years  
Stefanie Koller-10/22/2012—4 years  
Rachel Verde-10/22/2012—4 years  
Carol Gray-10/6/2014—2 years  
Danielle Richardson-10/6/2014—2 years  
Tiffany Straub-10/20/2014—2 years  
Christopher Goodman-10/20/2014—2 years  
Leslie Stahl-10/5/2015—1 year

### November

Diane Karban-11/13/2006—10 years  
Regina Jackson-11/19/2007—9 years  
Esther Winn-11/5/2007—9 years  
Amanda Stohrer-11/8/2010—6 years  
Shanita Dozier-11/28/2011—5 years  
Katherine McGregor-11/1/2011—5 years  
Leanne Krul-11/16/2015—1 year  
Mary McHale-11/10/2015—1 year  
Adrienne Luck-11/23/2015—1 year

### December

Greg Zaryk-12/9/1991—25 years  
Michele McDuffie-12/5/2005—11 years  
Ardys Worship-12/5/2005—11 years  
Emily Hastings-12/10/2012—4 years  
Meghan Mingee-12/16/2013—3 years  
Amy Vedova-12/9/2013—3 years  
Andrew Kruse-12/5/2014—2 years  
Latonya Fluker-12/8/2014—2 years  
Charles Freed-12/8/2014—2 years  
Tiffany Jackson-12/7/2015—1 year  
Shirelle Woodfolk-12/7/2015—1 year  
Erica Robinson-12/7/2015—1 year

*Happy  
Anniversary*

Please advise me at [cbennett@ucpcleveland](mailto:cbennett@ucpcleveland) or at extension 1327 if you prefer to not have your birthday or anniversary listed in the newsletter.