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Happy 65th Anniversary, UCP of Greater Cleveland!

Trish Talk

As we look back at all that has been accomplished this year, I am happy to report that your efforts have resulted in a very successful 2015. We served more children and adults than ever before and are looking forward to 2016! In fact, we have already begun work on our short and long term strategic planning that focuses on the following and much more:

- Growth of our contracted children's therapy and assistive technology services with school districts and the Educational Service Centers
- Roll out of Adult Services' Project Transformation Plan to include staff training and an increased community integration/employment focus
- Building of our employer network for purposes of community employment of our adult clients
- Increasing the number of Project Search sites where we support high school aged clients transitioning from school to work
- Increasing awareness of all of our services with client referral and funding sources
- Increasing collaboration between our children's and adult programming
- Developing a comprehensive menu of assistive technology services and investigating unmet needs (outside of those with developmental disabilities) in the community
- Branding and marketing of both children's and adult programming
- New and different approaches to fundraising and awareness building
- Attention on the workings of our Friends Committee (young professionals) and our Board of Directors

Many thanks to the group home staff that works through the holidays. Thanks, too, to the many staff and volunteers who played a part in all of our client holiday parties.

To All, and especially those staff whose jobs involve regular/daily contact with our clients: Be sure to nurture and care for yourselves and your loved ones over the holidays. You spend all year tending to the needs of our clients. You need to invest in your own well being so that you can continue to offer high quality services to UCP's clients. You are the reason for all past and future successes and we are fortunate that you have chosen to contribute your talents to UCP of Greater Cleveland.

Wishing you a happy, healthy, restful (and hopefully WARM) holiday season.

Agency Highlights

Children's Services: Please welcome Mary McHale, OTR/L to our therapy team both in the schools and in-house staff. Many of you know Brian Corrigan who has assisted the Children's Services front office staff for the past 6 months. Brian has accepted a permanent position with us as our new Case Management Associate. We welcome back Kassie Armbruster from her maternity leave. Our traditional therapy and Steps to Independence programs served over 233 clients. Over 44 clients were from our Adult

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Agency Highlights (cont.)

Services Program for new/modified equipment and exercise programs. We continue to provide quality services to the greater Cuyahoga County area as well as Lorain, Portage, Geauga, Summit and Lake Counties. Our in-house therapies continue to provide an educational model for a variety of local colleges and universities that serve Occupational, Physical and Speech Therapy students. We also partner with the Cleveland Clinic to provide their Clinical Residents with observation and educational opportunities to learn more about long term therapy programs as well as chronic care of children and adults with a variety of physical disabilities. Our school therapy program currently services over 400 students in 7 school districts. The school based therapists are well trained in therapeutic intervention as well as having a good understanding of the multi-complex child. We continue to also grow our professional services by providing extensive Independent Educational Evaluations as well as Assistive Technology Assessments to a variety of school districts beyond Cuyahoga County. The Day Treatment Program continues to serve as a school environment for two students that have been with us for over 2 years. The Annual St. Peter Chanel Christmas party was on December 13th. This event is run by volunteers and students. This year Padua Franciscan High School hosted the party. High school students welcomed the families at the front door with smiles. Each student partnered themselves up with a child for the rest of the day. The children participated in arts and crafts, decorated cookies, participated in face painting and, of course, met the man of the hour, Santa Claus, who had presents for all of the clients as well as their siblings. It was a Great Event!



Group Homes: Memphis – We have really grown within the past few months. We have added three staff to our team since September. We welcomed Bobby Joe home from the hospital and celebrated his birthday all in the same week. He was definitely missed by not only staff, but by the other clients as well. We have started a “team talk time” at the end of each shift where all issues that occurred on that shift are discussed so the incoming shift is aware of them. These talks are for staff, but we also allow the clients to express their issues and concerns. Staff has been doing a wonderful job making sure that the clients are having fun during their activity hours. There was an annual Halloween party that both homes participated in and the clients dressed up and were able to interact with their peers. Memphis also had their Annual Thanksgiving dinner where the clients and their families were recognized. The clients are becoming more involved in different activities. We will be holding our Movie Night around the 18th of this month as the clients have expressed an interest in watching movies. Whatever the clients ask for in activities, we do our best to accommodate them. Memphis has made a commitment to make 2016 our most successful year with better communication among the staff and clients. Edendale - September saw the end of summer and the end of an era at the Edendale Home. Our long-time garden was harvested for the last time this Fall. Families and volunteers have worked on the garden every year, but the garden has definitely outlived its wooden boxes where vegetables were planted. We want to extend our gratitude to everyone that helped with our garden over the years for their time and caring. We celebrated Richard's birthday on September 10th with a nice party for him. Everyone got new costumes this year for Halloween and attended a wonderful Fall Party at the Memphis Home with music, food, and a spooky haunted hallway. Gary enjoyed trips to Dave and Buster's each month and Richard has been steadily going for mall walks. Dale was overjoyed to go out to the Guitar Center and add to his harmonica collection. We are all decorated at Edendale for the holidays and cannot wait to celebrate with our staff and families at the Holiday Party on December 19th. Last but not least!! We would like to give a warm welcome to our new Home Manager, Tyshia Bulger. We look forward to a wonderful New Year with her and our Edendale staff.

Adult Day Support (ADS): Highland Hills continues to grow. We added one new client in October and are expecting one and possibly two more new clients by March 2016. Last month Highland Hills welcomed its first Habilitation Specialist, Leanne Krul, and we are excited to have her joining our team. We are all looking forward to our Christmas party on Dec 22nd. Clients and staff had an incredible time at our Halloween party with our pumpkin carving contest, costumes, music and fun. We now move into the Christmas season and the clients have been enjoying all our Christmas outings this month. Westlake - We have a new client, Hannah C. that started on

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Agency Highlights (cont.)

December 4th. She recently graduated from Lakewood High School and is adjusting well. She attended Music Therapy on her first day and loved it! We have had a LOT of fun outings at Westlake these last few months that include: Dave & Buster's; Hofbrauhaus for lunch and live music; Mapleside Farms' pumpkin patch; Halloween party and pumpkin decorating contest; Quilt Show; IX Center Craft Show; IX Center Christmas Connection; Cleveland Metroparks Rainforest; Botanical Gardens "Glow"; and Severance Hall – Violins of Hope. We are looking forward to our Christmas party, a visit to Rockefeller Greenhouse, and Tower City holiday shopping. Wolstein -_October brought Halloween parties to Wolstein. Westlake and Highland Hills had pumpkin decorating contests and Wolstein had a scary wall contest. In November we had some fun outings to the IX Center for the Christmas Connection Show, The Fabulous Food Show, and By Hand-the Fine Arts and Crafts Show. Now that we are into December, the holiday parties have begun. DJ Melanie will be here December 18th bringing her great sounds to the clients and we love to watch all the dancing that gets started when she starts to spin her "tunes". Of course, you can't have a Christmas party without the big guy in the red suit, Santa Claus, who will be here delivering gifts.

Community Employment/Transitional Services: Community Employment (CE) just had their annual client holiday party on December 4th and we had a great turnout making it a huge success. CE has been attending OE client meetings and providing options for community work opportunities to those clients. Key Bank staff provided CE clients with practice interview sessions to make them more confident when they get those important first interviews with potential employers. A supported employment client, Donald H., has now been hired by Oatey Manufacturing as a permanent employee of theirs. We are so proud of Donald and his new position. We welcomed a new full time job coach, Adrienne Luck, and look forward to working with her and having her on our team. Transitional Services - Job Development, a service that UCP of Greater Cleveland provides, has grown exponentially. Greg Zaryk has worked tirelessly on building our Lorain County and Cuyahoga County Business Advisory Committees which has been instrumental in getting placements for the clients we support. We have also exceeded our placement goal for the year. As we have continued to grow, we have committed to hiring an additional Job Placement Specialist which will result in our having six staff in this position. Job Placement Specialists continue to break previous placement records and are frequently complimented on the exceptional services they provide. Project SEARCH has been in discussions with Lakeland Community College about moving the site from Deepwood to the college. The Westfield Group from Medina County (an insurance company) has also expressed a potential interest in hosting a Project SEARCH site. This January we will begin to plan for our Summer Youth program. We had five sites last year, and will work diligently on growing the program this coming year. We could not have seen the growth and success of our program if not for our exceptional staff. Thank you for all you do!!! UCP's Project SEARCH interns hosted a bake sale on December 9 & 10 at the Cleveland Clinic main campus. The group raised \$274.46 to help fund a business luncheon they will be participating in at the end of the year. They will also donate some of their earnings to their Cleveland charity of choice, City Mission. This bake sale gave the Project SEARCH interns the opportunity to practice working as part of a team, handle and count cash, and interact with professionals, patients and visitors. Thank you to everyone who stopped by their booth!



Organizational Employment (OE): We are very pleased that one of OE clients moved from OE to an extended Situational Assessment at the Reese Pharmaceutical Supported Employment Site and will remain there through the end of 2015. We are hopeful he will then begin another community based assessment at Oatey. OE has been going strong with plenty of work from NOCO and Ford along with our annual large holiday mailing job for Parker Hannifin. OE has added two new clients to the program, one former long term client who left to try another agency and then returned to UCP and another client for a first time work experience after high school. Congratulations to OE's Giving Back Group who met their goal and raised \$800 toward Dave's Supermarket Gift Cards for 16 Children's Services families.

Development: Our first gala in recent history was held on October 10th at the Crawford Auto-Aviation Museum and was a grand success, thanks to the hard work of our board, gala committee and volunteers. The event brought in over \$175,000 to support services at UCP of Greater Cleveland. The Friends of UCP Committee also held their fourth annual Browns Tailgate Party at Around the Corner Bar in Lakewood. Despite the disappointing game ending for Brown's fans, everyone in attendance had a great time supporting UCP, raising \$1,200 towards the agency's annual fund. The Friends Committee hosted the annual Holiday Party for Community Employment clients in December.

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Agency Highlights (cont.)

Be sure to mark your calendars for our 2016 Events:

- Race to Empower 5k and 1 Mile Fun Run (4th Annual) on Sunday, May 1st
- Tee Up for UCP Golf Outing (30th Annual) on Monday, June 6th
- Team UCP at the Cleveland Triathlon (9th Annual) on Sunday, July 31st
- Puttin' On the Ritz Gala (2nd Annual) on Saturday, October 22nd

The agency will also be announcing the new names and logos of our two major programs in a series of events throughout 2016 complete with new banners and materials to market our programs to the community. Be on the lookout for an employee celebration of the new names during the first part of 2016!

Focus on Wellness

Slips, Trips and Falls – Fall Prevention in Snow and Icy Conditions

We have been very fortunate with our almost balmy winter so far, but as Clevelanders, we know that the snow is not far behind. Here are some tips to help prevent you from slipping, tripping and falling this winter. UCP's maintenance crew always try to clear our parking lots and walkways as quickly as they can, but there may be times when you will be walking across snow or ice covered areas. Some of you are also coming from other parking lots that may have similar poor walking conditions, so please be careful and use some of these suggested tips.

Wear sensible footwear. Thick-soled footwear with good grip is ideal. High-heeled shoes when walking on icy or snowy ground should be avoided. If they are essential to your wardrobe, pack them in your bag and change into them when you arrive at your destination.

Take smaller steps and avoid rushing. Smaller steps allow you to maintain your body's center of balance over your feet. Allow extra time to negotiate adverse weather conditions.

Try not to carry too much. You want to keep your arms and hands free to make it easier to balance yourself. Use a bag that distributes weight evenly across the body.

Utilize all your senses and concentrate. When wrapping up warm, ensure your clothing does not compromise your hearing or vision. Lighting can also impede your vision and hide icy patches in your path so, if possible, avoid poorly lit pathways.

Use railings and stable objects where possible. On outdoor steps and ramps, use the rails provided. Also, when getting in and out of a car, take care and use the vehicle to stabilize yourself.

Remove as much snow and water as possible from your footwear when you come inside. Be aware that floors indoors may be wet and slippery.

Don't walk and talk or text on your cell phone. This takes your focus off where you are walking and any potentially dangerous icy patches.

If falls do occur, you should only get up if you can do so safely. Do this by taking slow, simple steps to get back onto your feet again. This involves getting onto your hands and knees first and then slowly to your feet, using the assistance of a firm and stable surface.

Source: *CompManagement Safety Council*

Employee Profile: Brittany Schantz



Brittany Schantz joined the agency in July, 2015 as UCP's Human Resources Generalist. She is originally from a small town near Toledo, Ohio and relocated to Cleveland four years ago. After only a year in the greater Cleveland area, she fell in love with all that our city has to offer. Before her big move, she graduated with a Bachelor's degree in Education and Human Development from Bowling Green State University.

After graduation she began her career as a Technical Recruiter and during the past few years she developed new skills in Human Resources. While this is her first exposure to the non-profit sector, she always desired to be involved in an organization that has a strong passion to help others. She remarked that she can see UCP undeniably has that passion and she is very excited to develop her career here.

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Employee Profile (cont.)

In her spare time she loves trying new restaurants, working out, watching Ohio State football, and traveling all around Ohio with her fiancé to visit family. In October she and her fiancé ran the Columbus Half-Marathon to benefit Nationwide Children's Hospital. Maybe we will see both of them in 2016 running the UCP 5K. She will be getting married next year in Florida and they have two fur children, a dog named Biggie Smalls and a cat named Mylo. While they are both troublemakers, Brittany admitted that it is hard not to love coming home every day to a new adventure with them.

HR News and Notes

Employees of the Month (EOTM) – Congratulations to all our Employees of the Month (EOTM) recipients: **October – Donna Woods**, CS Administrative Support; **November – Dana Stratz**, CE SES Support Specialist II; **December** – To be announced. Once December's EOTM is selected, all the EOTMs for 2015 will be entered into the Employee of The Year (EOTY) drawing. The EOTY will receive a \$100 gift certificate in January. The EOTM receives a \$25 gift certificate and all nominees also are recognized for their outstanding performance. Please keep directing your Positive Incident Reports to the Director of Human Resources.

The NEOSC Scholarship Program - UCP is a Member Company of NEOSC and, as such, high school students of UCP employees are eligible to apply for their annual college scholarship.

The NEOSC Scholarship Program, managed by the North East Ohio Safety Council, was launched in 2014 to recognize and reward students of safety council Member Companies' for their demonstrated interest in and promotion of safety, health and wellness. The first scholarship recipients were awarded at the inaugural awards ceremony during the April NEOSC monthly meeting.

To qualify for the scholarship, the student must be enrolled in high school for the 2015-2016 academic year with a graduation date scheduled in 2016. The student's parents or legal guardians must be under the employ of a NEOSC Member Company during the 2015 safety council program year (7/1/15-6/30/2016).

To apply for the scholarship, the student must entirely complete and submit the 2016 NEOSC Scholarship Application form and complete the essay portion of the application. The Application form can be found at www.neosafetycouncil.com and under the "Resources" tab in the upper right hand corner of their "Home" page there is a drop down menu where you will see "NEOSC Scholarship Fund".



The deadline to apply is February 12, 2016 (no exceptions for late submissions). **The selected student will be awarded an academic scholarship of \$750.** This one-time cash award is for post secondary study beginning in the fall of 2016.

The 1095-Cs are coming – In addition to receiving W-2s at the end of January, 2016, all employees will be receiving 1095-Cs which must also be filed with your 2015 income tax return. The IRS will use the information on this form to determine who is eligible for a tax credit for health insurance coverage purchased through the Public Exchange. The IRS will also be using this information to determine whether an employer is subject to a penalty under the Employer Mandate for not providing health insurance coverage to their employees that meet certain criteria. A "Frequently Asked Questions" on these forms is posted on our website under the Employment Tab which is located in the upper right hand corner of the website and then on the "Current Employees" page.

Payroll Reminder – If you haven't done so already, please look at your last paycheck in your personal e-mail to confirm that your address is your current one. This address is where your W-2s and 1095-Cs will be sent and will delay your tax filing if they need to be rerouted through the Postal Service back to us. Please advise MaryRose of any changes as soon as possible. You do NOT have to advise her if your address is correct.

End of Year Reminders –

(1) If you are a participant in UCP's 401(k) Plan, the following important documents updated information on our plan for the year ended 12/31/14. They have been posted onto our UCP website for your review and for your records if you wish to print them. You can access them on our website under the Employment Tab which is located in the upper right hand corner of the website and then on the "Current Employees" page.

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Director of Children's
Services

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HR News and Notes (cont.)

PLEASE NOTE: Links and information for ALL of our other benefit plans are also found on this webpage.

401(k) Summary Plan Description (SPD)

401(k) Summary of Material Modification (SMM)

UCP Retirement Plan Summary Annual Report (SAR)

2) The 2016 Payroll Schedule, Orientation Schedule and Holiday Schedule have been distributed. Please see your manager if you did not receive one of these schedules.

Birthdays - Happy Birthday to All of You!

December

Kenneth Ross-12/4
Angela Dawson-12/9
Katherine McGregor-12/10
Sonya Boyd-12/12
Lori McGowan -12/16
Tiah Williams-12/16
Regina Dublin-12/18
Pacola Franklin-12/21
Julia Holder-12/23
David Modic-12/23
Cynthia Marks-12/24
Maxine Fentress-12/27

Margaret Johnston-1/8
Tami Hanna-1/13
Vandester Beasley-1/13
Amy Vedova-1/14
Danielle Richardson-1/17
Denise Edwards-1/22
Amanda Stohrer-1/22
Amber Beavers-1/23
Andrea McMuldren-1/26
Richard Falconer-1/27

Lakeysha Minter-2/7
Valerie Scharf-2/16
Janell Clements-2/18
Kristina Rawls-O'Neal-2/19
Ariane Self-2/20
Timothy Kilbane-2/23
Sherita Hoover-2/23
Natalie Laporta-2/24
Doreen Hanna-2/27
Emily Hastings-2/27
William Jones-2/28

February

Lateira Ivory-2/1
Michele McDuffie-2/2
Candy Davis-2/2
Clara Mahon-2/4
Hester Brown-2/4
Tenishia Wilson-2/5



January

Raoul Allen-1/1
Felicia Shepherd-1/2
Maria Stearns-1/3

Anniversaries - Congratulations and Thank You to All!

December

Michele McDuffie-12/5/2005-10 years
Ardys Worship-12/5/2005-10 years
Andrew Kruse-12/5/2014-1 year
Latonya Fluker-12/8/2014-1 year
Charles Freed-12/8/2014-1 year
Ariane Self-12/8/2014-1 year
Greg Zaryk-12/9/1991-24 years
Amy Vedova-12/9/2013-2 years
Emily Hastings-12/10/2012-3 years
Meghan Mingee-12/16/2013-2 years
Antionette Henry-12/17/2007-8 years

January, 2016

Timothy Kilbane-1/1/2000-16 years
Crystal Winters-1/2/2001-15 years
Cynthia Ball-1/2/2015-1 year
Austin Graham-1/3/2011-5 years
Elisabeth Bullock-1/8/2014-2 years
Katherine Adkins-1/9/2014-2 years
Raoul Allen-1/11/2010-6 years
Denise Edwards-1/11/2010-6 years
Carmen Martinez-1/12/2004-12 years
Lanise Priah-1/12/2009-7 years

Angela Dawson-1/12/2004-12 years
Lori McGowan-1/18/2000-16 years
Kayla Teague-1/20/2015-1 year
Kelly Spears-1/23/2012-4 years
Tiah Williams-1/26/2015-1 year
Rachel Harrison-1/27/2014-2 years
Janell Clements-1/27/2014-2 years
Celia Chesnick-1/31/2005-11 years
Raynetta Jenkins-1/31/2005-11 years

February

Donna Woods-2/1/2010-6 years
Ann Hopkins-2/2/2015-1 year
DeAnna Daniels-2/6/2012-4 years
Daneen Crawford-2/7/2011-5 years
Sonya Boyd-2/9/2009-7 years
Elizabeth Wilson-2/9/2015-1 year
Regina Dublin-2/9/2009-7 years
Anita MacGregor-2/10/2014-2 years
Rebecca Guenther-2/11/2008-8 years
Sharon Meixner-2/24/2003-13 years
Caitlin Kurilko-2/24/2014-2 years
Dana Stratz-2/24/2014-2 years
Rebecca Young-2/25/2015-1 year
Renee White-2/26/2007-9 years

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