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Volume 6 Issue 1

Trish Talk



Hi, my name is Oscar the Otter. I found my way to UCP via the gift shop at the Cleveland Metroparks Zoo where many of UCP's clients have worked and still work today. They all told me of what a great place UCP is and I wanted to be a part of it!

I consider my new job to be your mascot. I am here to cheer you when you are sad, heal you when you are hurt, and celebrate your personal and professional successes. I have already spent time with a few of you and I look forward to Trish sending me to those of you who may need me. In fact, please be sure to let Trish know of

anyone who may need a few days of my company.

My motto: Do unto otters as you would have them do unto you! I look forward to meeting you and if you see me around, please say hello!

Love,
Oscar

Agency Highlights

Oakleaf Job Training (OJT): OJT had two new program participants start this past quarter with more coming in the next couple of months. We said goodbye to our previous Jesuit Volunteer, Emma Sikes and hello to our new Volunteer, Ellen Piccillo. Three individuals completed a year of volunteering at Ronald McDonald House and are moving on to new opportunities and a new group started in September. Four individuals have participated in Career Exploration with OakLeaf Partners' Community Employment staff as they work to discover where their career path will take them. OJT lost its Case Manager, Kashina Minor who has moved on to another chapter in her life and began her nursing clinicals, however OakLeaf has not lost her though as she is now working part-time at the Memphis Group Home. While the clients and staff miss her, they are proud and happy for her. OJT also was happy to welcome two new Community Connectors: Jesseka Bell and Malanah Boyer and to see Chardai Howard promoted to Case Manager.



Agency Highlights (cont.)

OakLeaf Day Services (Wolstein, Westlake and Highland Hills) – UCP has developed a wonderful relationship over the past two summers with Envision Cleveland, led by LeafBridge parent Paul Honeycutt. With the support of Activities and Training Manager Amy Vedova, Paul coordinates volunteers from across the country to come to Cleveland as a part of their mission work. We met volunteers from Vermont, Oklahoma, Kansas, Wadsworth, Ohio, and many more areas of our country. In the summer of 2016, they came four times and cleaned wheelchairs for adults and children, sanitized equipment, played bingo with clients and did yard work. The feedback from the OakLeaf programs was so great that we decided this summer to do it once a week from July to mid-August. They volunteered seven times and helped with similar tasks from last year and also spent a morning at Westlake and at Highland Hills cleaning wheelchairs, and interacting with the clients in different activities. They brought all their own supplies and were truly amazing. In August, we were able to take 25 clients to the Zoo because Envision Cleveland volunteers met us there to help push



them through the Zoo and assist us in feeding clients lunch. It was a great day! We ended the summer with a picnic at Edgewater Park with almost 25 clients! The group supplied all the food, cooked, and helped feed clients during lunch. They helped get clients down the big Edgewater hill to see the beach and played games. We are going to continue working with them and are hoping for a “prom” or dance sometime in the fall. **Highland Hills:** The new classroom at Highland Hills continues to grow, now providing services to five clients, including one new client who is adjusting quite well. Clients have adapted to our pilot of a “homeroom” where individuals have one room that they are assigned to, yet have the ability to visit other classrooms and join those clients for in-house activities or to simply chat and have a change in scenery. **Westlake:** The classrooms at Westlake have had quite a face lift with bright paint with names like: Jagon Jade, Forever Lilac and Major Blue. All the colors were chosen by the clients and staff who were very helpful and cooperative during the mess that was made during painting. It seems that the clients are very happy with their new surroundings. Pictured below are two of the brightly painted rooms.



Agency Highlights (cont.)

OakLeaf Partners: June 30 was the last day of Supported Employment at sites such as the Cleveland Metroparks Zoo, Compass Health, Fifth Third Bank and PNC. We are happy to report that many clients working at the sites achieved competitive, individual placement with the host employers. A total of 12 supported employment clients remained at the Zoo, with Aramark, Compass Health and Fifth Third Bank. Clients not hired at their Supported Employment worksites received opportunities in other areas, many moving on to Career Exploration and Job Placement services, with some already attaining work placement. Two sites remained open to Supported Employment (now termed Group Employment). They are the Cleveland Clinic and Oatey and they continue to grow. Oatey has recently added two clients to their team bringing their total to 21 clients served. Both the Cleveland Clinic and Oatey are welcoming clients interested in completing assessments at their worksites as well. Eric Hibinger received a promotion and is now Job Placement Supervisor. Congratulations, Eric!! Job Placement Specialists have been working hard placing clients in competitive employment and administering Community Based Assessments. We welcome Sophia Loferski, a new Job Placement Specialist to our team. **Transition Services:** Opportunities for Ohioans with Disabilities (OOD) has made many changes this year that will affect Project SEARCH. Starting October 1st, there will be a 4:1 ratio of interns to Project Search Skills Trainers. That means we are adding on many new Skills Trainers. We are excited to add Lin Miao to our Lorain County Community Project SEARCH team and welcome back Tim Wallace to The Cleveland Clinic Project SEARCH. We are also welcoming Alexandra Bathgate and Tajia McCaulley to the team of Skills Trainers who will work at University Hospitals Parma Medical Center. Terri Morris has also joined this team of Skills Trainers and is supporting Lakeland Community College. We had a VERY successful Summer Youth Work Experience and Career Exploration season. Due to the hard work of our team, we established three new Summer Youth/Career Exploration sites for a total of eight sites. We exceeded our goal of serving 40 students to impacting 53 students. The new Summer Youth sites are Avon Oaks Caring Community and Willowick City School District. We also opened an additional Career Exploration site in Beachwood. We are extremely grateful to our partners for helping us serve so many clients!

LeafBridge Services: Our LeafBridge team had a very successful summer across all programs. We served 10 students in our Camp LeafBridge program. The campers were able to enjoy a variety of theme-based activities such as farm week and superhero week, as well as enjoy our pool, visit the fire station across the street and the Cleveland Clinic rooftop helping them to progress in their individualized goals. The therapists also provided in-school Extended School Year services to five districts. Fifty-six clients were served in our summer Steps to Independence program as children and young adults worked hard physically and mentally to achieve their goals to stand, sit, walk, talk and dress themselves, among other things. Our traditional speech therapy, occupational therapy and physical therapy continued alongside these programs and the AT Mobility Clinic served both children and adult clients. Vendors, community specialists and LeafBridge therapists and families worked together to initiate assessments for equipment as well as to modify current equipment. The Clinic provides families with the opportunity to have a one stop shop to organize their equipment needs and have professional assessments and fittings.



Agency Highlights (cont.)

OakLeaf Group Homes (Edendale and Memphis): Edendale: In June we had a new client move into the home, TW who is a 19 year old male, full of energy who enjoys talking to staff and keeping his mother close to his heart. He loves watching wrestling and all sorts of cartoons, and his favorite card game is Uno. He brings his warm smiles to Edendale and he makes a great addition to the house. We started off July with a 1st of July Jamboree that included family and friends and included staff from Memphis House. Some of our clients went to see the fireworks at Edgewater Park on the 4th of July. We received two "very good" "grades from the County on their Tri-Annual inspection of our home which is very rare for the County to award. We also had no citations for our licensure and Medicaid surveys. Our very last day in July concluded with a retirement party for Ardys Worship who is spotlighted in this month's newsletter. In August we attended the Berea County Fair on August 9th also in conjunction with Memphis House. **Memphis:** This was a wonderful quarter. Staff and residents at Memphis have been very busy. In June we had a birthday party for Amy with cake, ice cream and her favorite popcorn. In July we celebrated three events with the Edendale staff mentioned above, including the retirement party for Ardys. In August Brandon attended his mom's wedding renewal ceremony accompanied by a few Memphis staff. We enjoyed our annual home outings at the Cuyahoga County Fair and our Good time III boat ride. Pam celebrated her 71st birthday with family at her favorite restaurant Longhorn. Lastly, in September we had our Labor Day cookout which was enjoyed by all and we celebrated Kristin's birthday on the 16th. Please stay updated and watch out for the next gatherings as you are welcome to come out and enjoy. The fall brings us more holiday parties with Halloween, Thanksgiving and December arriving soon.

Development: This summer was bittersweet for many of the employees at UCP, as the last **Team UCP at the Cleveland Triathlon** took place on July 23rd. The past 10 years participating in the Triathlon have been amazing for employees, families and community volunteers alike—raising over \$1M for the agency and highlighting the incredible tenacity, power and abilities of children and adults with disabilities AND their families! Thank YOU for being a part of Team UCP! Be sure to check out fellow employee and COO Beth Lucas' blog on her thoughts as this event comes to a close: <https://goo.gl/L6UaQ7>.

The last quarter of the year brings lots of activity for the Development Department, including the fall gala, **Puttin' on the Ritz**, which will be held on October 14th at the InterContinental Hotel Cleveland as well as our end of year individual giving campaign and strategic planning for 2018. I am happy to report that fundraising as a whole is going smoothly this year and we are well on our way to raising \$1.3M in support for the services you provide to our clients every day.

HR News and Notes

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

- **June** – Renee White
- **August** – Rachel Verde

The nomination process for Employee of the Month has been simplified. Anyone can nominate any UCP staff, supervisor or manager by emailing the HR Director. If you do not have UCP email, you can use one of the nomination forms found in our five locations. If you cannot locate a nomination form, call HR and we will provide you with one. All UCP employees work hard every day fulfilling their daily tasks and for that we are very grateful. But take the time to look around you and notice what your peers or manager/supervisor are doing that you believe is out of the ordinary scope of their jobs. Tell us about it so we can shine the spotlight on that person and show our appreciation for going that extra mile.

HR News and Notes (cont.)

National Direct Support Professionals Week: The week of September 11th was National Direct Support Professionals Week! It is when we take the time to recognize and honor the contributions of hard work, patience and compassion exhibited by our DSPs who support adults at our group homes, day services and job training. UCP thanked this wonderful group of employees by providing either breakfast or lunch along with a small gift of appreciation to them. The supervisors and managers pulled out all the stops in making the luncheon or breakfast very festive for their staff. The aluminum water bottles (above) were the gifts received by our DSPs. Thank you again for all that you do for UCP and our clients.



Changes in Medical Mutual's Network of Hospitals: University Hospital's main campus will join the Medical Mutual SuperMed network (PPO, POS, HMO, Preferred and OhioMed) effective October 1, 2017. This marks the first time in more than 20 years the following facilities will be in network for MMO's members:

- UH Cleveland Medical Center – including MacDonald Women's Hospital
- UH Seidman Cancer Center
- UH Rainbow Babies & Children's Hospital
- UH Bedford Medical Center

Reduction of Voya's 401(k) Fees: UCP's management meets annually with Voya, the investment company where your 401(k) funds are invested, to review the fees you are charged for their recordkeeping services. I am pleased to advise you that Voya significantly reduced their fees effective September 1, 2017. For the upcoming contract year, the plan's fees will be reduced from 2.00% to 1.20%. Please note that this fee may vary by fund. The annual participant fee for the upcoming contract year has also been reduced from \$44.00 to \$0.00. **What this means to you is that your 401(k) retirement grows faster with lower fees being deducted from your account.**

Employee Spotlight



Ardys Worship began her employment with UCP on December 5, 2005 as a DSP at the Edendale Group Home. Two years later she was promoted to a Team Lead, a position she held throughout the remainder of her employment at Edendale. After giving UCP and its clients almost 12 years of service, she retired on August 1st. There was a surprise retirement luncheon at her favorite restaurant, a retirement going away gift and a surprise cookout at Edendale on July 31st to honor her and to bid her a fond farewell. Ardys has been dearly loved by all who had the pleasure of getting to know her. When asked what she was going to do with all her free time, Ardys said she had plans to go to the dog races in West Virginia; volunteer at the Food Bank every Thursday; exercise by swimming two days each week; and of course, will now be able to go to all of Purdue's football games to cheer on her beloved grandson who plays for the Boilermakers. She has one son and one grandson who is a Junior at Purdue University majoring in engineering. If you are ever watching a Purdue football game on TV, watch for #36 – Worship who is a linebacker for the team. Best of luck in your retirement and thanks for all your years of service to UCP and its clients.

**UCP OF
GREATER
CLEVELAND**

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**Agency Leadership
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**Trish Otter,
President & CEO**

**Colleen Bennett,
Director of Human
Resources**

**Beth Lucas,
Chief Operations
Officer**

**Matt Natole,
Director of Finance
& Administration**

**Paul Soprano,
Director of OakLeaf
Services**

**Intesar Teye,
Director of
LeafBridge Services**

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



Birthdays - Happy Birthday to All of You!

October

Lora Onafuwa	10/1
Jestin McDowell	10/3
Rachel Verde	10/5
Sharon Meixner	10/9
Aziza Gray	10/18
Haley Berman	10/19
Brian Corrigan	10/19
Adrienne Luck	10/20
Tiffany Hairston	10/24
Meghan Mingee	10/27
Shannon Carmont	10/28
Chelsey Starin	10/29
Colleen Bennett	10/30
Beth Lucas	10/30
Stacia Naoum	10/30

November

Raven Chaplin	11/1
Katricia Wheeler	11/2
Sharon Schwartz	11/4
Raheem Merritt	11/5
LaToya Young	11/7
Katherine Armbruster	11/8
Amanda Easter	11/8
Liz Wilson	11/16
Josh Whitely	11/18
Rebecca Guenther	11/19
Matt Basenback	11/20
Erika Harvey	11/20
Chivon Booker	11/27
Carol Gray	11/29
Sara Dixon	11/29

December

Shirmae Woodley	12/8
Angela Dawson	12/9
Parrise Beckley	12/9
Katherine McGregor	12/10
Joy Russell	12/14
Lori McGowan	12/16
Sylvia Carpenter	12/17
Malanah Boyer	12/19
Julia Holder	12/23
David Modic	12/23
Cynthia Marks	12/24
Maxine Fentress	12/27
Joshua Jackson	12/27
Amber Friend	12/29

Anniversaries - Congratulations and Thank You to All!

October

Bill Jones	29 Years
Mietta Roberts	13 Years
Jamekia Cutwright	7 Years
Katherine Armbruster	5 Years
Janet Bibbins	5 Years
Allyson Coleman	5 Years
Jacalyn Florman	5 Years
Stefanie Koller	5 Years
Rachel Verde	5 Years
Carol Gray	3 Years
Chris Goodman	3 Years
Ashley Reeves	1 Year
Christina Starkey	1 Year
Sharde Morgan	1 Year
Juanisha Manning	1 Year

December

Greg Zaryk	26 Years
Michele McDuffie	12 Years
Emily Hastings	5 Years
Meghan Mingee	4 Years
Amy Vedova	4 Years
Andrew Kruse	3 Years
Charlie Freed	3 Years
Tiffany Jackson	2 Years
Shirelle Woodfolk	2 Years
Erica Robinson	2 Years
Raven Chaplin	1 Year
Karen Thompson	1 Year

November

Diane Karban	11 Years
Regina Jackson	10 Year
Esther Winn Billingslea	10 Years
Amanda Stohrer	7 Years
Shanita Dozier	6 Years
Katherine McGregor	6 Years
Mary McHale	2 Years
Adrienne Luck	2 Years
Britni Walters	1 Year
Indya Toler	1 Year
Charesse Harden	1 Year

Happy Anniversary

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