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## Trish Talk

### Calling for client stories!

I know you have them! As you serve our clients every day, you see and hear things that you share with your family and friends as you talk about your workday. I know you have these “stories” that communicate not only the wonderful work you do, but also the changes you see in the lives of the individuals we work with and in their families’ lives. We want to hear these stories of success!

Why do we want them? Because we all need to better understand the impact of our efforts. Your hard work and the efforts of the individuals matter. Improvement in the quality of life in just one individual can be very motivating to all of us. We can lift one another in our daily work by sharing the good news! And in full disclosure, our volunteers, donors and the community want to know what differences we are making. Why does their donation of time and/or money matter? How can we convince others to donate to support your work?

Let’s make this easy. If you have something to share (and you don’t have to offer a name if it invades privacy), please call Emily Hastings at 216-791-8363, ext. 1232 or email her at [ehastings@ucpcleveland.org](mailto:ehastings@ucpcleveland.org) to quickly share the success story. I know you are busy carrying out your duties and may not have time to write it down so simply call Emily and she can put it in writing. We may also want to ask the individuals we work with to write their own stories! Perhaps you can assist them with that. We will figure out a way in which to share these stories and can start to collect them into a “success story library.” What do you think? Do you have anything to share with our community today? Thank you for playing a key role in telling UCP’s story.

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## Agency Highlights

**LeafBridge Services** - The school-based therapy program is currently serving over 365 students with a variety of needs and abilities. Fourteen clients were served in Steps to Independence thus far in 2018. Children and young adults have worked diligently physically and mentally to achieve their goals to stand, sit, walk, talk and dress themselves among other milestones. The traditional therapy program has served over 160 children and adults this year. Information and Referral requests for LeafBridge Extended School Year Services (ESY) and Independent Educational Evaluations (IEE) continue. The Mobility Clinic served over 59 individuals this past year and continues to provide them with more efficient and effective ways to receive the equipment they need to succeed in everyday life. The Clinic has ordered over 130 pieces of equipment and community-based individuals since the beginning of 2017. Cleveland Hearing and Speech is collaborating with LeafBridge therapists to support Augmentative Communication Assessments. Introduction to Neuro-Developmental Treatment course was hosted at UCP on March 23<sup>rd</sup> and 24<sup>th</sup>. Nancy Musarra, Ph.D. presented the "Five Stressors on Families with Children with Special Needs" on March 29<sup>th</sup>.



**OakLeaf Group Homes (Edendale and Memphis)** – Three new residents moved into Edendale House in late 2017 and early 2018 including Philip, Shamus and Raymone. Philip is a sports fanatic and takes any chance to talk about it with a fellow fan! He loves cheeseburgers and being 'one of the guys.' Shamus is very tidy and orderly and helps keep the house neat. He is a coffee lover and is extremely friendly, greeting everyone who comes to the house. In February, Raymone joined the Edendale household. He is close to finishing high school and has recently become employed at Home Depot. He loves to hang out with his friends and girlfriend. Raymone is very organized and keeps track of important dates in his phone. Memphis House also has a new addition to their crew. Sheila moved into Memphis House and there is now an equal ratio of men to women, making Pamela, Kristin, and Amy grateful! Sheila loves to listen to music, mostly pop. She likes all things girly and pink. Her first language is Spanish and some of the Memphis team have downloaded an app to learn more Spanish. In December both houses joined together to celebrate the holiday season with the annual party at a new venue in Brecksville. Both homes are looking forward to the Spring with a planned shopping trip and other activities in the community!

**OakLeaf Day Services (Wolstein, Westlake and Highland Hills)** – February was Black History Month which encompassed many activities including a program with songs from African-American artists at the Music Settlement. This fun and informative event was narrated by Darrien. March was Disability Awareness Month which included a full scale "Spirit Week!" Individuals in Day Services and OJT had a great time participating in silly sock day, crazy hat day, Cleveland team day, favorite color day, and backwards day! The highlight of the week was the parade of individuals from all programs and staff, followed by a PowerPoint presentation which shared many



of the things individuals at UCP can do, want to do, and the accomplishments and milestones they have already met! Individuals at Westlake and Highland Hills have resumed their volunteer work at MedWish. Westlake individuals visited Carol and John's Book store for the first time as well as the local skating rink. Volunteer opportunities resumed at Trinity Cathedral and Westlake Library. Highland Hills individuals joined together to participate in several hands-on activities. They built a train track and model cars, made two sensory boards and crafted shamrocks out of flower pots. All Day Services programs had fun-filled Valentine's parties which were made special with treats, cards and music. The St. Patrick's Day celebrations were filled with music and a variety of ethnic foods. Day Services staff and individuals we work with are hoping for Cleveland's Spring weather to arrive soon so they can enjoy the outdoors and venture out in the community more often!

## Agency Highlights (cont.)

**OakLeaf Job Training (OJT)** - Several OJT clients have been moving along the path to employment and are seeking work opportunities in the community. Under the guidance of Team Lead, Tiffany Jackson, each OJT team member has assumed one day of the week to plan and facilitate community outings. Jesuit Volunteer, Ellen Piccillo, was accepted into medical school at the New York State University at Buffalo. She will begin this fall after completing her year of service in OakLeaf programs. Individuals in job training have been diligently working on a job for Reese Pharmaceutical and have two more prospective contracts for light industrial work. Groups of OJT clients volunteer



in the community each day of the week with new opportunities for community integration at Saint Martin De Porres High School Intergenerational Music, Zumba at Fairhill Center and Gym/Fitness at the Salvation Army. Individuals also participate in classes on-site such as health groups for both women and men. Additionally, at the Wolstein Center, a group of individuals spearheaded the 'African Americans Who Shaped Our Country' project and included presentations and posters from individuals from Day Services and OJT.

The OJT Giving Back Group is once again spearheading the Harvest for Hunger Campaign. They have held several events to raise money which will culminate on May 4<sup>th</sup> with the Second Annual International Day where employees and clients from across the entire agency are invited to share a dish representing a particular region or culture! The Harvest for Hunger Campaign is an agency-wide initiative, so please take a moment to consider being involved in the activities. You can also make donations of non-perishable food in the lobby at the Wolstein Center.

**OakLeaf Partners Community Employment and Transition Services** – OakLeaf Partners has had a dynamic beginning to the New Year. Community Based Assessments/Work Adjustments were in process throughout the wintery months and were hosted at several community partners throughout the greater Cleveland area. The positive momentum of Job Placement continued on the heels of the most successful year in history with 114 competitive placements in 2017. The department is already on track to surpass that number in the coming year! The Community Employment Site at Oatey continues to expand with two recent additions and a celebration of one client achieving 18 years of service. Project Search interns at all six sites are growing and developing skills that will help them move towards employment in the community. Job development is underway and will continue in the coming months. Two interns at University Hospitals Parma Medical Center have already been placed in competitive employment! Welcome to our new Transition Services Supervisor, Nirmal Wagle. Nirmal brings a wealth of experience to the agency that will help the program grow and thrive. Student interns from Project SEARCH at the Cleveland Clinic attended a business etiquette luncheon at the Intercontinental Hotel, having raised all funds for the lunch through a bake sale and fundraising efforts. Student interns from Project SEARCH at Lakeland Community College went on an overnight outing to Columbus where they interacted with other Project SEARCH interns from Ohio with a focus on enhancing employability skills.



## Agency Highlights (cont.)

**Development** - It's time to get up and get moving! The Race to Empower is Sunday, May 6<sup>th</sup> and it is expected to be the largest race yet! This year's race includes a 10k, 5k and one-mile fun run—something for everyone! We want to see as many employee teams as possible! The program with the largest percentage of employee participation will win a team party. Both race participation and volunteering count toward the program total! Employee race teams can sign up with Emily Hastings for the special rate of \$20 by Friday, April 13<sup>th</sup>. Development is pleased to announce that they have all the volunteers they need for this event and they thank everyone for their participation and willingness to help.

**Two Race to Empower teams are hosting fundraising events in April:**

**OakLeaf Partners: Chipotle Fundraiser** – Make dinner a selfless act by joining in on a fundraiser to support the Agency. Stop by the **Lakewood Chipotle (14881 Detroit Avenue) on Saturday, April 7th between 4:00 pm and 8:00 pm**. Bring the flyer that is posted in your department, show it on your smartphone or simply tell the cashier you are supporting the cause for 50% of the proceeds will be donated to UCP! Flyers are available in the Development Department.

**OakLeaf Day Services: Bingo Night** – Join Team OakLeaf Day Services on **Thursday, April 19 at 6:30 pm at Teamz Restaurant & Bar (6611 Eastland Road, Middleburg Hts.)** for a fun night of bingo and a chance to win prizes donated by some fantastic vendors! The cost is \$10 for 12-14 games (cash only!). Vendors will be on hand with cash and carry items for purchase. Food and drinks will be available for purchase. All funds raised directly benefit the Agency.



## HR News and Notes

### Congratulations to the Employee of the Year 2017 (EOTY) and Employee of the Month (EOTM) Winners:

- **ETOM December, 2017** – Ebony Robinson, Highland Hills Team Lead
- **ETOM January, 2018** – Laurene Sweet, Specialized Services Manager
- **ETOM February, 2018** – Maxine Fentress, Wolstein Day Services Community Connector
- **ETOM March, 2018** – Josh Whitely, Project Search Skills Trainer
- **EOTY 2017** – Lakesha Porch – Day Services Activities Coordinator

We have so many fantastic employees at UCP that it is always very difficult to decide who will win the award each month and year. The EOTM receives a certificate of appreciation along with a gift card. The EOTY receives a certificate of appreciation and a gift card as well. Keep these nominations coming when you see a fellow employee doing something out of the ordinary for anyone at UCP!

**Mark Your Calendar for Open Enrollment.** Open Enrollment for UCP's benefit plans begins on Monday, April 9<sup>th</sup> and runs through Saturday, April 21<sup>st</sup> giving you 2 weekends to make your benefit selections. We are staying with the same benefits platform for enrollment – Benefits Connect – which will allow you to make all your benefit plan elections in one system. **Please remember that NONE of your current benefit elections will roll over so you MUST go into the platform to select your benefits OR waive your right to UCP's benefits if you are not electing some or none of them.** All current carriers will remain the same: Medical Mutual for medical insurance; Lincoln Financial for dental, vision, life, Short Term Disability and Long Term Disability insurance; and Reliance Standard for accident and critical illness. LifeLock is also available for voluntary identity theft protection. **FINALLY, AND MOST IMPORTANTLY, I AM PLEASED TO ADVISE YOU THAT THERE WILL BE NO INCREASE IN THE COST OF ANY OF OUR BENEFIT PLANS!!**

**Congratulations to Haley Berman!** Haley was nominated for the 2018 CultureShoc Buffalo Award. What does it mean to “be a buffalo”? Buffalo charge into a storm knowing they get to blue skies faster. To “Be a Buffalo” is to meet our lives, our jobs, and our challenges head on. Haley demonstrates this “charge” in all that she does at UCP.

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## Emergency Preparedness

You may have heard some talk throughout the agency about ‘Emergency Preparedness’ and wondered why we have built an extensive operations plan surrounding this topic. As with many policies and procedures we put into place, this is a requirement of Medicare/Medicaid providers both at our facility-based locations and our two group homes. That being said, this has guided our way to build a plan that identifies specific activities that will make UCP of Greater Cleveland a healthier and safer organization. The well-being of our employees and individuals we serve is our number one priority and this plan is one way in which we can build a better workplace.

Simply put, the Emergency Preparedness Plan takes into account situations which might affect one or more of our locations. These may be physical risks or situations that impact the agency's ability to operate administratively. We have completed an assessment and have built procedures that respond to the results. Going forward, you will have more training on safety measures and we will be partnering with other agencies, safety forces and community partners. There will be conversations at staff meetings, safety exercises and the opportunity to illustrate your ability to respond to various situations. These exercises are to help us to be prepared in the event of an emergency and are no cause for concern. Please be open to these procedures and be sure to let us know if you have any ideas related to emergency preparedness.

If you have any questions about this plan or anything related, please contact Beth at x1227, [blucas@ucpcleveland.org](mailto:blucas@ucpcleveland.org), or stop by her office.

# UCP OF GREATER CLEVELAND

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## Agency Leadership Team

**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 Taye,**  
Director of LeafBridge  
Services



## Birthdays - Happy Birthday to All of You!

### April

Andy Kruse	4/6
Patricia Koehl	4/6
Nicole Booker	4/8
Eric Hibinger	4/9
Chris Goodman	4/13
Paul Soprano	4/14
Anita MacGregor	4/15
Jordan Puls	4/18
Alexandra Bathgate	4/24
Katherine Lowery	4/25
Raynetta Jenkins	4/27
Heather Hoffman	4/27
Sarah McDermott	4/29
Nirmal Wagle	4/30

### May

Lakesha Porch	5/1
Khawanda Ewing	5/6
Vera Schneider	5/9
Renee White	5/11
Austin Graham	5/18
Tiffany Straub	5/18
Ryan Dew	5/19
Lin Miao	5/19
Chanel Cheatwood	5/21
Teresita Santiago	5/22
Jessica Klonk	5/27
Turonda Bogarty	5/29
Ann Hopkins	5/31
Christine Mencini	5/31

### June

Jamekia Cutwright	6/1
Trish Otter	6/1
John Berry	6/1
Ariel Cromartie	6/1
Miranda Dean	6/6
Rebecca Young	6/7
Kelly Spears	6/9
Becky Ravas	6/10
Stefanie Koller	6/20
Shirelle Woodfolk	6/20
Tenika Philpotts	6/22
Shannon Hawthorne	6/23
Ciera McClain	6/26
Marlene Ciolfi	6/26
Damita King	6/28

## Anniversaries - Congratulations and Thank You to All!

### April

Becky Ravas	16 Years
Kashina Minor	15 Years
Raheem Merrit	10 Years
Lora Onafuwa	5 Years
Julia Holder	3 Years
Chanel Cheatwood	2 Years
Ryan Dew	2 Years

### May

Vera Schneider	11 Years
Aziza Gray	5 Years
Hester Brown	3 Years
Andrea Isaac	3 Years
Erin Maglio	2 Years
Chivon Booker	2 Years
Jordon Puls	2 Years

### June

Tom Donovan	30 Years
Intesar Taye	25 Years
Cynthia Marks	12 Years
George Neundorfer	7 Years
Haley Berman	5 Years
Tami Hanna	5 Years
Khawanda Ewing	3 Years
Lateira Ivory	3 Years
Frances Sullivan	2 Years
Katherine Lowery	2 Years
Joshua Jackson	2 Years
Gabrielle Hawkins	2 Years
Ebony Robinson	2 Years

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

## Upcoming Agency Events

### Race to Empower 10k, 5k and One Mile Fun Run

Sunday, May 6, 2018  
7:30am Packet Pick-Up & 9:00am Start  
UCP Wolstein Center

### Tee Up for UCP Golf Outing

Monday, June 4, 2018  
11:00am to 7:00pm  
Canterbury Golf Club

### 68th Annual Meeting

Thursday, June 28, 2018  
5:30pm to 8:00pm  
100th Bomb Group

### Around the World Gala

Saturday, September 15, 2018  
6:00pm to 11:00pm  
Intercontinental Hotel

For more information on any of these events, please call 216-791-8363, ext. 1232 or visit [www.ucpcleveland.org/new-and-events/events](http://www.ucpcleveland.org/new-and-events/events)