



What's Happening at Strive August 2017



Notes from the CEO

Submitted by: Sharon Jacksi

I recall the old saying: "Give a person a fish and you feed him for a day; teach a person to fish and he can feed himself for a lifetime." (Maimonides)

This philosophy of teaching a person skills so they can be more self-sufficient represents the focus in our re-tooled Supported Living Services program. Previously, services individuals received were done individually and intermittently and emphasized aiding an individual in completing a task, rather than teaching them how to do the activity as independently as possible. As an example, staff took individuals grocery shopping, but there was no menu planning, nutrition guidance, learning to cook, etc., offered in any coordinated fashion. Now, we have established various groups that attend a full day or days of the week, have curriculum that integrates tasks together, and have opportunities to engage socially with others. Group themes are: arts and crafts, home activities of budgeting, shopping, cooking, Performing Arts including set and costume design, and ways to ensure a healthy body and healthy mind incorporating physical activities and creating healthy snacks and relaxation techniques.



We have changed our focus because we believe our individuals have great capacity to learn and not helping them to learn is a disservice to them. However, I understand change is challenging for some of our individuals, families, and staff. Individuals and families were used to changing times of their service, being transported by staff at various times of the day, and being "taken care of". Staff could schedule as they saw fit. Now, people can choose what day or days they come, what type of focus they want to have for the day, and truly develop some skills and leisure time interests. Staff are working in a program for a full 8 hour day. We continue to be quite flexible, providing transportation to and from the services in the morning and at the end of the day, having people attend one group one day and another the next. If a person has difficulty getting up in the morning, they can come later; we just can't provide at will transportation. As an example, we had a group of individuals that would come to 950 for one activity and then wander the building for much of the day until they had another activity. In just 6 weeks of program operation, these individuals are fully engaged for the day in activities and learning in the "commons" area of our building. Activities include current events, sports, volunteering in the community and creating a garden area for relaxation.

I do want to note that we are still offering individualized services for homemaker services, primarily through the contracted agency Home Helpers. Respite and behavioral services are also individual at this time, but we (as well as all providers in the state) are having difficulty in hiring staff.

I hope you all have had a good summer. I urge all our staff and families to come to our staff appreciation concert and picnic at the Botanical Gardens this Saturday the 26th starting at 5:30 p.m.

Departmental Updates:

Vocational/Residential

Submitted By: Valita Speedie

Vocational

- ***Woodshop*** - has been busy at work building beautiful pieces. They have completed 5 sets of corn hole boards, custom design and made accent tables and assisted with a lot of moves.
- ***Creative Creations*** - continues to make beautiful wall art and seasonal wreaths, please look for these items and more to come soon at Uniquely Yours. They continue to paint rocks and take walks around the valley placing them for the in house program "***Strive Rocks the Valley***"!
- ***Recycling crew*** - has been in full swing with collecting over 100 pounds of cardboard recycling for the month of July! They have also completed ladder golf sets that they will be selling. They are taking orders for special colors.
- ***SLS*** – The four new programs, **Coffee Klatch, Creative Living, Healthy Body and Healthy Mind and Performing Arts** are picking up steam. As the group members mesh new ideas are being generated and everyone is involved in some exciting activities.
 - **Coffee Klatch** is involved in community volunteering, following sports and making Halloween decorations.
 - **Performing Arts** has incorporated many different activities to include their music and singing.
 - **Creative Living** has made several different lunches and have focused on coupon clipping, shopping and cooking.
 - And, along with nature hikes, the gym and swimming, the **Healthy Body Healthy Mind Program** started their Juice bar this month and they are really excited about learning many new healthy recipes.



- **Sweet Beginnings** - This program continues to produce new and exciting products. **Now Available** Rubber Ducky Soaps, Hydrating Body wash, Laundry Soap Cubes, and Dish Washer Cubes...**more to come!**
- **Sweet Success** - has been very busy keeping up with goody orders for different departments at Strive. With autumn coming look forward to pumpkin breads and cookies...a regular cornucopia of sweets are heading our way!
- **Milestones** - Taking advantage of the wonderful weather, this group has been spending a lot of time visiting all of the parks in town. They've been picking their favorites and enjoying the space and beauty our parks offer.
- **Retirement** - This program has paired up with **Labor Solutions** to make use of their shredded paper. The individuals in Retirement are working on paper mache bowls (for paperclips, dry candies, coins) which will be available for sale soon.
- **Wellness/Active Wellness** - July was another great and exciting month for all of us here at 508. Wellness and Active Wellness (our therapy driven day habilitation programs) again out did themselves with therapies. **Wellness** has a total of 198 therapies during the month and their performance frequency was 83%. **Active Wellness**, with a total of 118 therapies per months, was at 96% performance frequency! Kim Furr OTR, honored all of the hard work with a pizza lunch.
- **Labor Solutions** - continues to shred, they are always looking for new contracts. Each program went to **Botanical Gardens** and toured the butterfly house and rain forest. Labor Solutions really enjoyed their lunch there!
- Everyone at 508 had a lot of fun this past month...We celebrated July birthdays with a potluck and along with that we had a surprise baby shower for Dana, Labor Solutions staff who is due in August. We also celebrated National Ice Cream day, National Strawberry Sundae Day and Embrace your Geek Day where staff and individuals dressed up as geeks. The last week of July was Shark Week, we had fun shark activities this week, and we wore shark tattoos and stickers, watched shark movies and had fun learning new facts about sharks.

Botanical Gardens -"Many strange visitors are patronizing the gardens this year!"



Service and Supports

- **What do the Service and Supports Specialists do?** Well, they complete assessments, develop Personal Outcome Measures, write Individual Service Plans (ISP) programs, and much more. The assessments they complete are centered on a person's skills. They ask questions, observe, and read documentation to determine an individual's skill level in many areas such as; hygiene, cooking, safety, communication, and work. The Personal Outcome Measures are the focus of the interviews they complete for each individual. This interview helps to determine an individual's wants, needs, and preferences in twenty-one different areas of their life. Some of the areas addressed in this interview are; respect, best possible health, preferences for family and friends, and what the individual wants regarding their living and working situations. Besides being very useful information for working with each individual this information is used to create skill ISP programs that staff document on every day. The skill information and the goals identified in the Personal Outcome Measures are used to create skill programs to help our individuals reach their goals and improve their skills. Staff members are then responsible for carrying out these programs and doing everything they can to help our individuals reach their goals. ISP programs have helped people reach many goals such as: gaining a driver's license, learning to cook, gaining self-advocacy skills, first aid awareness, and working towards regaining rights after a rights suspension. Skill programs are also written that may seem small, but can be a huge step for some of our individuals. So, even something like learning to change the TV channel can make a big impact. Please feel free to talk to your member of the **Service Support Department** if you have questions, ideas or require assistance with documentation. The current members of this department are: Monica Smith, Trinity Messamer, Lorena Higgins, Samantha Knight, Emma Franco, Tessa Binam, and Caleb Burgesser.

Public Relations & Development...

Submitted By: Doug Sorter

Maintenance

- This year has been a challenge in keeping the different facilities cool. We have had several failed cooling systems at our group homes as well as the 508 Fruitvale location. We have been able to respond to them but are putting into place a preventative maintenance procedure to help reduce the number of issues. One saving grace in this arena is we have been able to limp along the cooling system at the 950 Grand building, which is huge.
- We have changed the process for moving needs to strictly use a moving company which has freed up the maintenance staff to better serve the needs of the organization.

PR/Marketing

- There have been lots of involvement in the community lately, the press has had some many stories on what STRiVE does and why it is hard to keep track.
- We continue to have community organizations contact us for presentations which helps educate the public in our general services.
- The newsletter was produced for the first half of the year and has been received very well. It's now focused on our individuals more with spots here and there that inform readers about the successes of STRiVE.

Foundation Board

- Back office development is moving forward and should have things in place by mid-October.
- Developed a new PSA with Robert Bray as the spokesperson which will start airing in the next month.
- Next foundation board meeting is September 21st at 8:00am in the Boardroom.

STRiVing for Success

- Next meeting will be September 27th at 12:00pm in the Boardroom, bring a quest.

Events

- The concert with "The Company" was a little smaller than we'd like but they were a great new addition to the lineup. They did compete with three other concerts in the area on the same night.
- The "Boys of Summer" concert was surprising as it rained for the first hour of the night. That did not stop the diehard Eagles fans from wearing their rain gear and coming out like it was a sunny evening in the valley.
- Our next concert is August 26th, it's "Ralph Dinosaur". It is also our company picnic and fun will be in abundance.
- Last is the **BIG ONE... "Rollin on the River 3K Walk and Roll"** October 14th. It's a children's festival!!!!

Case Management...

Submitted by Joan Levy

- After a hiatus to the residential department where he served as a Host Home Supervisor, Daniel Smith will be returning to the Case Management Department on August 21st. His caseload will predominantly consist of individuals on the DD waiver and he will (hopefully) return to completing Supports Intensity Scale Assessments to help alleviate the load on Katrina Glover. We are looking forward to Daniel's return and to having him step back into his old job.
- We are still on track for Sept 1. transition of the process of applying for DD determination to the Options Counselors at Hilltop. Several training sessions have occurred and we are preparing to send out a letter to organizations that

commonly refer individuals to us for determination (i.e. District #15, Mind Springs, physician's offices, etc.).

- The majority of the actions required as a result of the Dec. 2016 HCPF Performance and Quality Review have been completed, submitted and accepted, in accordance with the Corrective Action Plan. The remaining tasks are more time-consuming projects such as implementing a plan for ongoing monitoring of the work of case managers and developing a training program for HRC members. It is expected that these tasks will all be completed by mid-September.
- The state appears to be exercising more scrutiny with regard to allocating emergency DD waiver resources and allowing SIS reassessments, evidenced by an increase in the percentage of requests that are being denied. The reasons for this are unclear. For individuals already in services, the PASA's are becoming more creative with regard to providing the best possible service to individuals within their existing resources. In some cases, the denial of an emergency DD waiver resource forces the individual into greater crisis and greater need...an approach that is less-than-proactive and less-than-person-centered.

Accounting Services ...

Submitted by: Chris Bergquist

- Completed workers comp audit that went well.
- Preparing for 8/14/17 financial audit field work.
- Automated our payment to Mutual of America for our 403b plan.

Human Resources

Submitted by: Andrea Podgorny

- Human Resources has a new HR Assistant, Sarah Lamonica. She comes to us highly recommended from Hilltop with experience in hiring and recruiting.
- We are still working with our conversion to ADP and looking forward to implementing changes in our hiring processes with ADP.
- In training, we've implemented a one-week CORE in order to fill open positions in the Residential Homes more quickly. This enables us to then complete further training when new employees finish CORE and are working in the homes.

Early Intervention...

Submitted by: Nancy Ketchum

- Early Intervention has been very busy these last few months. This past fiscal year we had 471 children come through EI in some capacity. 225 were eligible for services.
- We are currently going through State training to implement a new process called "Go 4 It" which will lead to our team implementing new procedures on how we develop our Individual Service Plans.
- We are also very excited to welcome our newest team member Francesca Nelson. Francesca did an internship with our program and was able to be

hired as a new employee in May. We are all excited to have her join the team.

Program Operations

Submitted by: Sarah Sharp

Community Based Services for SLS and CES

- As you are aware in recent months, we transitioned a portion of our SLS department under the vocational dept. With our transition of SLS programs going under the vocational department, we have had great change in our program structure but we have also had change in our community based services. With Anna King focusing more time on the community based services rather than the day programs we have been able to increase services and start to set more stable services for children and adults alike. We currently provide services for children and adults; these services range from homemaker services, respite, community connections and more. Additionally, the partnerships that have been built with two home health agencies have really starting to come to fruition. Anna King has been able to fill the high demand of homemaker services with our home health agencies in addition to partnering with them to support a few emergency need situations. Overall the program is seeing a positive uptick in services.

FSS

- A new allocation period of funding and services has been approved. In our new allocation cycle we have 177 individuals and their families eligible to receive supports. This funding is based on level of need; with the intent to prevent out of home placement. Our families receive supports for camps, respite care, therapeutic and sensory tools, therapy, community connections and so much more. We had 100% utilization of funding last fiscal year. This means we did not need to return any of our funding to the state, streamlining all available resources to our families in need.

Crisis Stabilization Pilot Program

- As we enter into our second full fiscal year of our pilot program, the state has decided to make some changes that we feel will be a positive impact on the program and services provided. The revisions to the crisis pilot will start in September; with more emphasis on individuals in service with agencies being identified as high risk or identified and high utilizers of emergency services. Strive will maintain our on call partnership with MindSpring's but will also take the calls (triaging over the phone) from Montrose and Glenwood. Strive's stabilization home will have planned respite for the house and one crisis bed. This will increase demand to our agency and will result in needing more staff to support but the changes should streamline some programs that have in the past felt a bit challenging or inefficient.



August 21 – Tawny Espinoza