

HILLCROFT SERVICES, INC. MONTHLY NEWSLETTER

June 2017

Mission – Vision - Values

We provide innovative services and supports for People with disabilities and their families, resulting in extraordinary differences in People's lives.

Our Core Values and Expectations

As "Gardeners" of Hillcroft Services, Inc., we will be:

Devoted:

- Committed daily to the long term
- Adapting to change in all environments/seasons

Supportive:

- Cultivate continued growth through providing tools and encouragement
- Seeing the potential in all situations

Positive:

- Focus on plants (strengths) not weeds (weakness)
- Sunshine – smile

NEWS FROM THE EDITOR

by Sandy Penrod

I wish everyone could see what goes on inside of our buildings. Hillcroft is full of great staff who continually put our clients first. A page over the intercom that assistance is needed and staff rush to the area in need; staff bringing clients around to offices just to say hello; staff putting their own welfare last when a client needs calmed down; the praise a client receives when he has accomplished a goal; taking clients out for special events when it isn't part of your "job", etc. etc. I could go on and on about the wonderful deeds that take place here every day and I'm sure you could too.

Bottom line - Hillcroft always has been an amazing organization. Our passion is to make sure that our clients are treated with respect and love and their dignity isn't compromised. All who work here have been called to serve a very vulnerable group of people – to keep them safe from harm and provide the most loving and caring environment possible. Be proud of where you work and the amazing job you are doing. If you get down and feel overwhelmed, please talk to someone who can help get you back on track. You are awesome!!!

YEARS OF SERVICE

Thank you for your continued service and a big congratulation to Hillcroft for retaining such hard-working, dedicated staff. Few businesses can boast about employee longevity, but few businesses feel as passionate about their mission and values as Hillcroft. That agency-wide passion would not be possible without you.

162 COMBINED YEARS OF SERVICE FOR JUNE

1 Years Hattie Hamphill Kelly King Melanie Gimenez Ronnie Adams Selma Garrett Shawn Sparks	2 Years Amanda Leap Betty Wilson Caleb Robinson	3 Years Barbara Day Gayle Cates Marietta Hicks Marlina Young Yaa Adare	5 Years Francis Bullock Michelle Adaway
	8 Years James Whitfield Tricia Linton	9 Years Thea Ann Crabill	12 Years Tara Withers
13 Years Tammy Anderson	19 Years Tina Wilson	24 Years Debbie Bennett	32 Years Kenny Rodeffer

WELCOME TO HILLCROFT

Please take the time to welcome the following new staff to Hillcroft:



Addelyn Farlow
ABA Therapist



Alex Wallace
Behavior Specialist



Aries Jackson
DSP / R



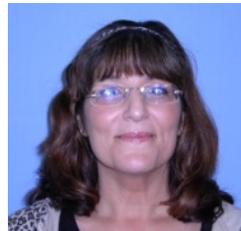
Ashley Harrold
DSP / R



Colton Shellabarger
DSP / R



Dianne Perez
DSP / R



Florentina Pittenger
DSP / CU



Gretchen Marshall
ABA Therapist



Jaylin King
DSP / R



Kenzie DeCamp
DSP / R



Krista Miller
ABA Therapist



Mackenzie Colegove
DSP / R



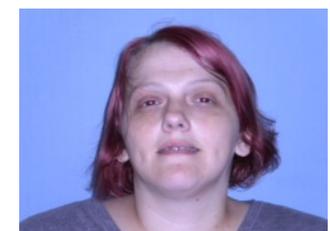
Madisen Kujawski
DSP / R



Megan Baird
Custodian



Melinda Bauer
ABA Therapist



Melissa Tremaine
DSP / R



Michelle Strunk
DSP / R



Shelby Zann
ABA Sub

GARDENERS

We are all “Gardeners”. In order to be AMAZING gardeners for Hillcroft, we must all be:

Devoted:

- Committed daily to the long term
- Adapting to change in all environments/seasons

Supportive:

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- Seeing the potential in all situations

Positive:

- Focus on plants (strengths) not weeds (weakness)
- Sunshine – smile

The purpose of the Gardeners column is to empower staff to recognize accomplishments of their own or their co-workers that benefit our clients, agency and our communities.

Great things happen here on a daily basis so tell me how either you or your co-workers are going “above and beyond”. This newsletter goes out to approximately 300 people on a monthly basis as well as our website – let’s brag a little about the awesome staff we have.

Don’t forget - keep your eyes and ears open. Amazing things happen here all the time as our gardens flourish and blossom through job performance, great suggestion, community service, etc.). Sometimes a Case Manager, parent, visitor, etc. will observe or experience something they feel is outstanding and make a positive statement. When this happens, please let Sandy Penrod know - who they are and what they did.

The following have been nominated as Gardeners this issue and their individual stories follow. **GREAT JOB TO ALL AND CONGRATULATIONS ON BEING A HARDY GARDENER!!!**

Nominated by **TIM KING (Behavior Specialist)**

	<p>I'd like to nominate DEBBIE VANCE, Employment Consultant, for being a marvelous gardener! I was meeting with a family after a quarterly meeting and they had a million questions about Voc Rehab services, 90% of which I could not answer. Anyway, I thought I would check to see if Deb was around and low and behold, she was still lingering in the office at 4:30 (on a Friday none the less). She was gracious enough to stop her work and meet with my family to answer questions. She was an amazing confirmation to our clients that Hillcroft is AWESOME.</p>	 <p>Debbie Vance</p>
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Nominated by GENIE ROLLINS (Behavior Specialist)



I would like to thank **AMANDA RAMMEL, HI Manager**, for always working with me to help get staff trained. I appreciate her flexibility and willingness to help me with scheduling.



Amanda Rammel

I would also like to thank the entire Air Park staff for helping my client to transition well to Air Park. It gives my heart so much joy when I see him smiling and working!!! He is HAPPY!!!



Tina Wilson



Tynthia Williams



Joe Crabtree



Leann Caldwell



Larria Miller



Carrie Donovan



Kelly Greene



Joe Sparks



and anyone else I forgot....Thank you soooo much!

I would like to THANK Nurse **JENNY WAGNER, Nursing Supervisor**. She helped me out when I needed it. She displayed patience and care to help me get this situation fixed quickly THANK YOU!!! #TEAMWORK



Jenny Wagner

Nominated by ANNA DINGESS (DSP / HI)



Natalie Strong



Angelica Anacker



Selma Garrett



Kristen Thompson



I would like to thank **NATALIE STRONG, ANGELICA ANACKER, SELMA GARRETT & KIRSTEN THOMPSON, DSP's / Residential** for being a great team and awesome staff to work with. I miss you all so much and remember – I am only a text away so please don't forget me.

I would like to thank **KAREN MULLIKIN, TAMMY ANDERSON & DONNA HAZLET, DSP's/Hi** for welcoming me and making me feel like part of the team. We have already had some great days and can't wait to have many more to come. I feel like we all support one another and it's so nice to be a part of your team!



Karen Mulliken



Tammy Anderson



Donna Hazlet

Nominated by MELISSA JOHNSON (Production Coordinator)

I would like to take the time to nominate some of my fellow co-workers for all their hard work and dedication



Kim Ford
Warehouse Coord.



Ronnie Adams
Shipping/Inventory



Gabriel Read
Production Sub



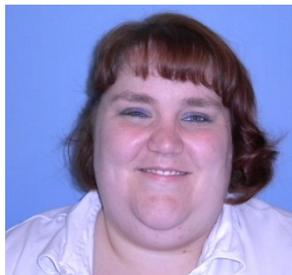
Hope Carnes
Production Sub



Warren Jones
Shipping/Inventory



Amanda Rammel
HI Manager



Felicia Mangas
HI Manager



Linda Royer
HI Manager

These people are the back bone of the workshops. Without their hard work and dedication I would truly be lost. They all ROCK!!

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Nomination from Melissa Johnson continued on next page

I would like to give a shout out to the DSP's at Air Park for always having a positive attitude and taking on any and all jobs without complaint.

I would like to give a shout out to the DSP's at New Castle for being dedicated and having very few errors in Therap.

I would like to give a shout out to the DSP's at Streeter. The last job they did for Libibey was time sensitive and they completed the work in RECORD time and their attitudes were awesome!!

Without all of these people the clients and their dedication to the workshop our clients would not receive a pay check, and for that I am truly grateful!

Nominated by Sandy Penrod (Administrative Specialist)

 **EVELYN WYATT, Receptionist** and **WHITNEY WILLARD, Residential Administrative Specialist**, took a client out for his birthday. What makes this so special is this client had not been to a nice restaurant before because he is hesitant about doing something new. They told him about a week earlier what they wanted to do in order to give him time to think it over and he finally agreed. He was told to pick whatever restaurant he wanted and he chose Johnny Carino's. He ordered lobster (which he had never had before) and Johnny Carino's provided ice cream for his special day. Evelyn and Whitney deserve a big THANK YOU for always going above and beyond with our clients. Almost every day I get to witness their kindness which is a great indicator that this is more than a job to them – they definitely have a heart for those we serve.



Evelyn Wyatt



Whitney Willard

EVELYN WYATT, Receptionist, is on a mission – she is “asking” every staff person she encounters, external people who come into the agency frequently, anyone she can think of to sell Ice Cream Cards. Evelyn understands that it will take more than just the hard work we do here everyday – it will take a lot lot of money to move our clients into a new building. You go Evelyn!! Proud to have you on my team!!



Jessie Stout



Lindsay Haney



Terrie Moore



Evelyn Wyatt



Toni Woolums



Jessica Hammett

Thank you to this amazing team I work with. Always willing to help with the receptionist schedule and cover phones wherever they were needed.



Nominated by TRISHA LINTON (DSP/CU)



MIKE DAUGHTERY, Reliable Driver, always comes in with a smile on his face. He greets every client and staff with compassion and respect. He is polite and genuine. You can tell that this isn't just a paycheck for him. When he does pick up and drop off, he always makes sure that the client gets safely to their destination and asks if there is anything else he can do. Thank you for always being so kind. It is a pleasure to call you a co-worker.

GENIE ROLLINS, Behavior Specialist, to step up and help out any way you with such grace. We have witnessed but nurtures your fellow peers. We have those around you. You care for people Hillcroft and you are always making with people and make them feel we. Thank you for being a mentor as unaware of because yes, you are that humble. Genie you are important. You matter. You are one of the many reasons Hillcroft is what it is today.



Day in day out you amaze us. You are always there can. While this is what a gardener's role is, you do it you being a true leader. One who not only teaches, watched you take a true interest into the lives of all and how they feel. You care about the vision of sure to build someone up. You take the time to talk welcome. The clients absolutely adore you and so do well. We look up to you in a way you are most likely

LEANN RECTOR, CU Manager – We just want to say thank you for always going above and beyond for your staff, co-workers, and most of all – the clients. Day in and day out you spread joy to all who know you. You move mountains and make us feel appreciated. You have been an excellent mentor, a great boss, and are becoming an amazing friend. You CARE and it shows!! If any of us are ever in a leadership role, we hope to be half the boss you are.





LESLIE HUGHES, DSP / CU – Today I was having a rough time with a client who was in a behavior. Leslie saw that I was alone with the client and offered to stay with me. You are amazing and I am so thankful to have co-workers that step up and help when needed. Her shift was ending and she could have easily left me in a sticky situation. You are the sweetest. Thank you so much!!



Kelly Whisler



Missy Stinson

KELLY WHISLER & MELISSA STINSON, DSP's/CU – Every day I am amazed at the love and compassion you have for our clients as well as your co-workers. There have been many, many times that you guys have went above and beyond. Kelly will notice that a client refused to eat what is sent for them. She offers them an alternative giving them some of her own food always without question. Missy, you involve the clients in art projects that not only make them money, but make them feel valued. Missy also chose me to work directly with her son as his CHIO staff. She trusts me and has given me a responsibility with her child that I will forever be grateful for. Thank you for allowing me to grow with him.

Missy and Kelly have known that the last several months have been hard on me. My husband was laid off last November and has been caring for his dad who is in hospice care. Money has been super tight. While this is a personal matter, they have been so supportive and made sure that I have had the things I needed. They have loaned me money, been a listening ear, and always reminded me how important my role here has been. So I want to thank you both publicly. Without gardeners like yourselves, my life would have been much harder. Thank you for not only being the best co-workers, but two of my best friends.



Nominated by MARLA SUMMERS, DSP / CU Sub

	I want to recognize LEANN RECTOR, CU Manager , for being a fabulous supervisor, tackling obstacles, never losing her sense of humor and taking extra time to mentor her staff.	I want to recognize SHAUNA BIGGS, DSP / HI , and the work trainers at Air Park for their energy, patience and perseverance in working with one of my clients the past couple of weeks.	
I want to thank GENIE ROLLINS, Behavior Specialist , for sharing her clients and advice, leading to positive CHIO outings and relationships with clients and their families.			I want to thank NICOLE RUDNICKI, Outpatient Therapy Assistant , for her consistent positive attitude and cooking advice that saved the chocolate chip cookies during FHIO. Sometimes, it is the little things that matter the most.

Nominated by KIM JOHNSON, Residential Site Manager

Hattie Hemphil	Ruth McIntosh	Darlene Hawkins	JK Blair	Deanna Walker
	I want to say thank you to these ladies. They were there to fill in for vacations throughout the month of May. When there was an empty spot one of these ladies jumped in and filled it. A special thanks to Hattie for taking her vacation from her other job and jumping in and taking over a staff's vacation in the Carriage Lane house. They all have the team spirit....thanks ladies!!			
Daphne Lowe				

Nominated by LISA BOWEN, Residential Site Manager

Andy Cross	Jeanette Cross	Chelsey Fields	Sherry Theroux	
I want to thank my staff for always being willing to help. They are the greatest!!				

Nominated by MELISSA CROSS, Residential Site Manager

	<p>Thank you to MINDY FLINN-STULL, Behavior Management Coordinator, for always stepping up and helping with rides for my crew when needed and doing the extra mile you do for all your clients, no matter the stress you have to feel at times - you</p>			
<p>Thank you to JESSE YODER, QIDP, for all your guidance and advice. I've enjoyed being teamed up with you these last few months and the open communication has made my job seem to have an easier flow at times when I need it!! Thanks</p>	 <p>always seem to have a smile to share!!! You're amazing!!</p>	<p>Mykael Ross</p>	<p>Andrea Haynes</p>	<p>Ann Buchanan</p>
		 <p>Michelle Richey</p>	 <p>Rochelle Perkins</p>	
		<p>I want to thank the above DSP's/R at Cypress 2 house. Thank you for all of the hard work you put into the house and helping me keep it running smoothly. Big thanks also for always working together to cover shifts and working for each other when needed. I appreciate each one of you.</p> <p>*****</p>		
		<p>Thanks to WHITNEY WILLARD, Residential Administrative Assistant, for doing all she doesyou are a true ROCK STAR!</p>		
				

Nominated by MIKE SALMON, VP of Business Development

	<p>I want to recognize ERIC HANEY, Maintenance, for his lead generation with TS Tech in New Castle. I've already had a fruitful meeting and issued a quote. TS Tech is currently reviewing the quote to compare it to its cost to perform the work internally. This is a great example of how internal company contacts work! I visited a year ago, dropped off literature, but was unable to make a contact. With Eric's help, I got my foot in the door.</p>
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Nominated by FELICIA MANGAS, HI Manager



Tammy Anderson



Glenda Davis



Heather Day



Anna Dingess



Melinda Gibbs



Donna Hazlet



Karen Mullikin



Charlotte Syphers



Tabatha Thatcher

Big thank to the above DSP's/Hi. They have all come together and are working well as a team! Appreciate all of you for all you do.



Tina Wilson



Leann Caldwell



Karen Everson



Amanda Rammel

Thanks **TINA & LEANN** for coming over and helping us, sometimes on short notice!

Thanks **KAREN & AMANDA** for helping at meetings! You are awesome!



Michael Whitlock



Mike Salmon

Thanks to **MICHAEL & MIKE** for your leadership and leading us a group in the right direction!



Melissa Johnson



Kim Ford



Ronnie Adams



Hope Carnes

Thanks to **MELISSA, KIM, RONNIE & HOPE** for keeping us organized and sending work! Also, thanks to Melissa

and all the production workers who stayed after work and before work to clean and organize the Streeter building. It was amazing!

Nominated by MARGARET THOMPSON, QIDP



I want to welcome **KAY WARD** to the Keller House Team as our new site manager! You will be a great part of the team.



Joyce Burns



Kathleen Carter



Jeannette Cooper



Nlandu Matuka



Meagan Cross



Shandah Weston

JOYCE, thank you so much for always offering up your help and being such a great team player! Also, thank you to **KATHY, JEANNETTE & NLANDU** for lending a helping hand. Welcome to **MEAGAN & SHANDAH** to Hillcroft. You two are a great help to the teams!!



Angelica Anacker



Anna Dingess



Natalie Strong



Kristen Thompson



Selma Garrett



Jana McCourt



Kay Ward

Keller House – thank you from the bottom of my heart for holding it down during this fun little transition. You are all the best!! **ANGELICA, ANNA, NATALIE, KRISTEN, SELMA, JANA & KAY!!**

Nominated by LINDSAY HANEY, Administrative Specialist



Amanda Rammel
HI Manager



Tabatha Thatcher
DSP / HI



Melinda Gibbs
DSP / HI

I would like to give a huge thank you to **AMANDA** and all of the Air Park staff. We did the career counseling sessions in a timely manner. Thanks for all their help in making sure all the clients came to the sessions. I would like to give **TABATHA & MELINDA** a shout during the Streeter meetings. We had a client go into a behavior and they both stepped up and got control of the situation. Again, thank you for making sure these meeting went smoothly.

Nominated by MICHAEL WHITLOCK, VP of Business Operations



Brad Lynn
CFO



Ronnie Adams
Shipping/Inventory



Kim Ford
Warehouse Coord.



Hope Carnes
Production Sub



Kenny Rodeffer
VP of Residential



Phil Carter
Res. Sched. Coord.



Melissa Johnson
Production Coord.



I want to thank **BRAD, RONNIE, KIM, HOPE, KENNY & PHIL** for helping me with cleaning up all the boxes dumped out during an accident that happened with our box truck. Thankfully, our driver was not severely hurt as a result of this accident. It took a lot of hard work, but the group worked as a team and we got everything cleaned up! Thank you also goes out to **MELISSA** for staying with our driver at the hospital during the testing and treatment.

FAREWELL FROM MIRANDA



I would like to thank all of the clients and staff that attended my farewell party! I especially want to thank all of the staff that were able to make the great decorations and all of the cards! They were all special and I enjoyed reading all of them!

It was great to see you all there and it was great to have one last fun goodbye together! I love you all and I will miss you all! Thank you for all of the memories from the past 9 years! Like Genie said, this is my home! It will always be my home!

With loads of love, Miranda

FAREWELL FROM

I would like to give a shout out to all of wonderful place to work and start my CHIO/CU floater to when I began my place to start than Hillcroft. I have amazing experiences. Everyone here devoted to creating the best at multiple facilities for adults with in its devotion, persistence, and true love another facility like Hillcroft. This has been a very difficult and conflicting decision, and if I could just take Hillcroft with me to California, I would! I will truly miss this job, this fun and passionate workplace, and most of all, our amazing clients.



CHELSEA

my amazing coworkers for making Hillcroft such a career. Back to when I began working here as a career as a Music Therapist, I can't think of a better learned so much here and have had so many truly works for and cares for our clients and is opportunities we can for our clients. I have worked disabilities, and Hillcroft TRULY does it right, shining for this population. I have trouble imagining finding

LeAnne Cole- Thank you for being such an amazing boss! You are the reason I came to Hillcroft. You had me hooked from our first email back when I was inquiring about Hillcroft's Music Therapy Services, and as soon as I stepped into Hillcroft I fell in love. You are truly amazing at what you do, and your enthusiasm and passion is contagious and brings about such amazing things. You make everyone feel so loved and appreciated, and I couldn't have asked for a better boss!

CU10 Ladies/Barb + Laura/Karen- I am so happy that my office happened to be right here with you guys! It has been so great getting to know you all, and I appreciate how flexible you are and always willing to help. You all have so much on your plates and are working hard nonstop throughout the day! I have enjoyed our many unique and hilarious experiences, and I will miss you guys and our fun pranks so much J Laura and Barb, you both have been a pleasure to work with, and I appreciate your flexibility! You guys are always there to help! Karen, it has been wonderful working with you and getting to know you over the past few years, and always chatting about cooking and kitchen gadgets J

Pearson, Streeter, and Airpark Workshop Trainers- Thank you for being such amazing coworkers! You guys truly care about our clients and make it such a fun and productive workplace for everyone. Thank you for always being so flexible with our schedules and willing to help. You guys are awesome!

Residential/Site Managers/Q's- You guys are the foundation for our clients' lives and success! I have so much respect for everything you do and all of the jobs you juggle. Thank you for always being flexible with scheduling and supporting Music Therapy!

Leann Rector- Thank you for always being so supportive and an amazing coworker! You put so much time, effort, and hard work into your many roles/positions, and I respect everything you do and juggle! You were an awesome

supervisor when I first started at Hillcroft as CHIO/CU and were one of the reasons why I knew I had to come back after my internship. It has been so great getting to know you and always being there for a joke/hug/talk!

Brenda Williamson- Thank you for all of the work you do to provide for Hillcroft and our clients. But most of all, thank you for the amazing opportunities you brought about for Tyrone. The experiences he had with The Gaithers, the tour, the Homecoming Festival, and of course the interview, were amazing as well as the opportunity to showcase his work, express himself, and pursue his dreams of getting his music out there. We are so very grateful for these amazing experiences!

BC's- Thank you for your devotion and many, MANY hours spent bettering our clients lives. You all are so passionate about our clients and our work, and are always there at every event, question, situation, text, etc. Hillcroft's BC's are truly the best, and I am so grateful to have learned from and worked with you all.

MT Department- Thank you for being such an awesome department! It has been so fun growing together and establishing Music Therapy at Hillcroft. We really made such an awesome, well-balanced department, and I will miss working with you guys. I have learned so much from you all, and we have had some pretty amazing experiences/events. I hope the new Music Therapist will be as enthusiastic about department crock pot carry-ins.
:P

Maintenance/Janitorial Staff- Thank you for always being there to help with everything and anything! You have helped to make my office a much more manageable temperature :P And it was such a lovely surprise when I came into my office to see the CU10 sign hung up perfectly. You guys are awesome!

Leadership- Thank you for being such an amazing and well-rounded Leadership Team! You all are truly committed to always improving and making Hillcroft the best that it can be, and I respect your passion and devotion. You run the best facility I have ever seen!

Thank you, thank you everyone. I will miss Hillcroft so much!