

HILLCROFT SERVICES, INC. MONTHLY NEWSLETTER

July 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

Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around. (Leo Buscaglia)

NEWS FROM THE EDITOR

by Sandy Penrod

For those of you who may not be aware, our Hillcroft Industries clients now receive a certificate for years of service. We started out acknowledging those clients who had been in the workshop for 5, 10, 15, etc. years (five year increments). After some thought it was realized that our long term clients with (ex: 41 years), would have to wait four more years to get their first one. It was decided that all clients with 20+ years would receive a certificate. By the end of this year all clients with 20+ years will have received a Certificate of Achievement for their years of service (effective January 2017).

The clients who have already received their certificate have been absolutely thrilled!! The certificate is in a nice frame the clients can hang or sit in their homes for all to see.

We all like to be recognized and there is not a more appreciative group than our GREAT clients!!!

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.

99 COMBINED YEARS OF SERVICE FOR JULY

2 Years
Abby Halstead
Andrew Savoy
Anna Wamhoff
Brad Oliver
Christina Jespersion
Cindi Rottinghaus
Edgar Walker
Kat Johnson
Kathy Franklin-Lee
Riki Bonner
Shelby Steinman

3 Years
Jesse Yoder
Leah Smith
Matt DeRegnaucourt
Nick White

4 Years
David Thurston
Josh Shelton

9 Years
Adam Wright

11 Years
Andrea Venable-Bond
Nicole Rudnicki

12 Years
Melissa Christopher

14 Years
Roslyn Seals

WELCOME TO HILLCROFT

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



Alyssa Carvel
DSP / R



Anita Kolodich
Recreation Therapist



Brielle Miller
ABA Sub



Hannah Hutchinson
DSP / R



Holly Kelly
DSP / R



Juronna Davis
DSP / R



Mycki McCallister
DSP / R



Penny Melyan
DSP / R

GARDENERS

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

Devoted:

- Committed daily to the long term
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- Seeing the potential in all situations

Positive:

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

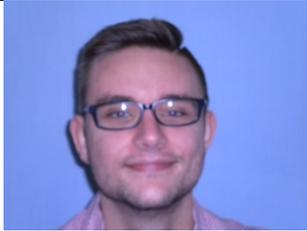
The purpose of the Gardeners column is to empower staff to recognize accomplishments of their own or their co-workers that benefit our clients, agency and our communities.

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 Jessica Hammett, Corporate Compliance Officer



Thank You!

I would like to recognize **JESSIE YODER, QIDP** for giving me some good feedback to fix the Corporate Compliance training in Mindflash! I appreciate him letting us know that we had an issue so that we could quickly resolve the problem!

Nominated by Genie Rollins, Behavior Specialist

I want to thank **JESSICA HAMMETT, Corporate Compliance Officer**, for always helping me with my computer questions. She always explains things well and helps me out. She is patient with me and I am thankful for her. Thanks Mrs. Jessica.



I want to thank **BRAD LINVILLE, Residential Program Director**, for helping me with my computer as well. Between Brad and Jessica I am learning how to navigate my computer!



Nominated by Lisa Bowen, Residential Site Manager



Andy Cross
DSP / R



Jeanette Cross
DSP / R



Chelsey Fields
DSP / R



Sherry Theroux
DSP / R



I want to thank the staff I work with – they are Superheroes. I couldn't do this job without them.

Nominated by Angelica Anacker, DSP / Residential



I would like to thank Nurse **NANCY MICHAEL** for always going above and beyond for her clients and staff. She approaches staff with an open mind and positive attitude! Nancy helps keep us on our toes while giving us unconditional support. I am grateful that she displays so much passion and integrity for the job that she does – she is a huge part of our team!



Nominated by Francis Bullock, Behavior Specialist



A huge shout out to **BRAD LINVILLE**, Residential Program Director. Brad allowed me to borrow his truck to haul equipment for the client's garden. Thank you!

Nominated by Brandy Webb, Program Manager

Thank you for all you do! Each of you work very hard and I know that I can always depend on each of you. Guys, I know I don't get to remind each of you as much as I would like, but I truly appreciate you all and everything you do for our clients and the support you bring to our team. You all are rock stars and I love that you're part of my team. Keep shining bright!

MARLINA YOUNG: thank you for always being proactive and getting things done almost immediately after we talk. I appreciate your ambition and hard work.



Becky Sammauro
DSP / R



Ricbecka Deardorff
DSP / R



Crystal Thomas
DSP / R



Billie Haffner
DSP / R



Nicole Rudnicki
Outpatient Assist.



Addie Herndon
DSP / R



Sharon Green
DSP / R



Betty Wilson
DSP / R



Michelle Adaway
ABA Therapist



Ashley Jones
DSP / R



Ronald Holcomb
Transportation



Barbara Day
DSP / CU



Lula Mann
DSP / R



Leslie Hughes
DSP / R



Tammy Anderson
DSP / HI



Tyler Edwards
DSP / R



Dawn Carter
DSP / R



Deanna Walker
DSP / R



Kathy Franklin
DSP / R



Joann Stephen
DSP / R



Ashley Russell
DSP / R



Tara Withers
DSP / R



Ruth McIntosh
DSP / R



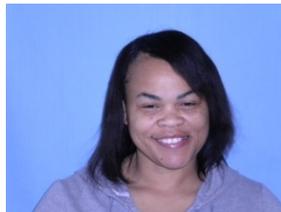
Angie Scrogam
DSP / R



Aries Jackson
DSP / R



Donna Hazlet
DSP / HI



Marlina Young
DSP / R



Lauren Walker
DSP / R



I wanted to say thank you for everything you do. I value each of you for many reasons but most of all I love the passion that we share and the team work we display on a daily basis. "Alone we do so little, together we can do so much."



Kayla Boggs
Program Manager



Jesse Yoder
QIDP



Troy Edrington
QIDP



Margaret Thompson
QIDP



Whitney Willard
Res. Adm. Spec.



Phil Carter
Sched. Coord.



Shelley Brown
HR Specialist



Sharon White
Benefits/Payroll Spec.



Kim Painter
LPN



Nancy Michael
LPN



Beverly Strong
Nursing Assist.



Jenny Wagner
Nursing Spvr.



Brad Linville
Program Dir.



Kenny Rodeffer
VP / Residential



Genie Rollins
Behavior Specialist



Felicia Mangas
HI Manager



Amanda Rammel
HI Manager



Julie Stuttle
Behavior Specialist



Tim King
Behavior Spec.



Matt DeRegnaucourt
Behavior Specialist

Nominated by Linda Royer, HI Manager



Nancy McCullers
Service Coord.



Darlene New
DSP / CU



Amber Logan
DSP / HI



Warren Jones
Shipping / Inventory



Myles Dickerson
DSP / HI

The New Castle Go Getter's held their dance on June 15, 2017. Thank you to the staff who made the Go Getter's Dance such a success! **NANCY** who coordinated and implemented the dance; **DARLENE** for coordinating and setting up the decorations; **AMBER** for coordinating and setting up the refreshments; **WARREN** for staying after work to help set up and re-set the workshop; and **MYLES** for playing the role of the dealer at the blackjack table.



Nominated by Brad Linville, Residential Program Director

I appreciate each of the Residential Managers. They all have strengths that complement each other that make for a strong team. I know that I couldn't do my job without every one of them and want to thank them for what they do. Each has done a lot to meet a variety of needs and provide as much service as possible while being creative.

KAYLA BOGGS, Program Manager

has been going above and beyond with making sure that her clients have staffing during the severe shortage. There have been many times that she has gone to client homes to provide staffing – even on her days off. She shows a great deal of skill and talent by doing a great job of juggling available resources and meeting as many needs as possible. Kayla stepped up to cover scheduled meetings while Troy was out for leave and helped with appointments that came up.



BRANDY WEBB, Program Manager

also has gone above and beyond with providing staff and juggling resources. She has done many appointments and needs outside of regular hours. She also went beyond with a client's father that she found injured in his yard. He had fallen, hurt himself and was pretty much stuck on the ground. She got him to the ER and stayed with him while they treated him and released him back home. She then continually helped him by returning to check up on him and help him re-dress wounds / bandages.





MARGARET THOMPSON, QIDP, has gone above and beyond with helping out covering meetings and ISP's while Troy was out. She has helped with referral visits and seeks to support her staff in any way possible. She offers

ideas, whenever possible, to help make processes easier for staff and the department. She encourages staff to participate in skill development to improve the department and move up within the agency.



JESSE YODER, QIDP, goes above and beyond by helping out with intakes and assessments. He is always seeking to learn, develop himself, develop our staff, and works toward team building to better the agency.

He's been a huge help with covering a couple of meetings while I was on a mini-vacation. He helped me with transporting and dropping clients off after camp this past week and I appreciate that. He has been looking at ways to help provide additional training for therap and suggests improvements where they can be made.

TROY EDRINGTON, QIDP, has done a lot with his staff and clients – outside of the norm – to help out and meet needs. He has a huge heart for what we do and the clients we serve. He has provided some additional 1:1 staffing with our clients to make sure that they can do some individualized outings that wouldn't have been able to happen otherwise. He puts others before himself and has provided a lot of coaching outside of his schedule to help staff and clients.



I also want to thank **KENNY RODEFFER, VP of Residential**, for what he does. He goes above and beyond in a lot of ways that others don't see. He helped

with transporting clients from camp. He's helped with picking up furniture and delivering it to client homes. He's helped me with audits and a variety of things that I've asked him to do that would be impossible to count. He's always available – even when he's off duty and will offer to help out any way he can. He's provided a lot of mentorship and advice without complaint.



PHIL CARTER, Residential Scheduling Coordinator, has worked as hard as he can to hire staff and continually seeks to improve training quality. It really can't be understated how much he tries to get additional staffing with attending job fairs and following

up with potential applicants. He follows every lead he gets with seeking new employees and will do anything possible to help our staffing situation.



WHITNEY WILLARD, Residential Administrative Specialist, does a lot that I want to thank her for. She does many things that are behind the scenes with our clients and their benefits that most people don't see. A lot of clients make requests for items that Whitney will order and pickup herself to help

out. She juggles a lot of resources and stretches finances much further than I ever could to help the clients get what they want / need. She helps out in any way she can and will offer to help any one with any thing at any time.

Nominated by Kathryn E. Stafford-Cunningham, INARF

This is an external nomination received by our CEO, Debbie Bennett:

"I had occasion to visit the Pipe Creek rest area and I just wanted to tell you it was spotless and in great condition! Whoever works there does a great job!!"



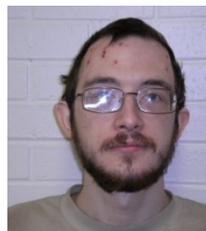
Angela Lipscomb
Rest Park Attend.



Brad Oliver
Rest Park Attend.



Jeffrey Smith
Rest Park Attend.



Riki Bonner
Rest Park Attend



Robin Stephenson
INDOT Supervisor



Justin Hernandez
Rest Park Attend.



Sherri Aaron
Rest Park Attend.



Trevor Lipscomb
Rest Park Attend.



Nominated by Ashley Stocker, Residential Site Manager



Pebbles Fredrick
DSP / R



Melanie Gimenez
DSP / R



Linda Chitwood
DSP / R



Mary Richardson
Res. Site Manager



Ronald Holcomb
Transportation



Ricbecka Deardorff
DSP / R



Adam Wright
DSP / R



MacKenzie Colegrove
DSP / R



Hannah Hutchinson
DSP / R



PEBBLES: You put in so many extra hours helping me. Your attitude is always full of sunshine in the morning and I look forward to getting your updates about the guys each morning! Thank you!!

MELANIE: I so appreciate how eager the guys get to tell you about their day or their weekends! You make them feel like their news is the most exciting news you've heard! You work hard to make sure the house is always looking and smelling better than when you came in! Thank you!!

LINDA: You do so many special things for my guys. Coming up with diet friendly treats and going above and beyond to make them feel included! Thank you!!

MARY: There is simply not enough room in this newsletter for all the thanks that I owe to you!!

RONALD: Thank you for pitching in extra hours in order to get the guys out and about!

RICBECKA: Thank you for all your hard work and your sweet attitude towards my guys. Your patience and kindness are very much appreciated!

ADAM: Here at Bethel, we are so excited to have you working with us again! Thank you for being fun and cheerful and being a man that my guys can go talk to!

MacKENZIE: I want to extend a warm welcome to MacKenzie and thank her for pitching in, being flexible, and being a fast learner!

HANNAH: I want to welcome you to Bethel and congratulate you on your new position. We can't wait to work with you!

Nominated by Kayla Boggs, Program Manager



Aries Jackson
DSP / R



Beverly Berry
DSP / R



Dawn Carter
DSP / R



Victoria Hawkins
DSP / R



Addison Pavelka
DSP / R



Hattie Hemphill
DSP / R



Roslyn Seals
DSP / R



Anjee Scrogam
DSP / R



Marietta Hicks
DSP / R



Lula Mann
DSP / R



Candace Harris
DSP / R



Addie Herndon
DSP / R



Joy Glass
DSP / R



ARIES: She is always willing to help out when she can and adjust to changes.

BEVERLY: A huge thank you for helping out with a drop-in client.

DAWN: Thank you for taking on new experiences and always coming up with creative ways for clients to be more involved.

VICTORIA, DAWN & ADDISON: Thank you for picking up extra hours to allow a client's family to be able to go on their vacation.

HATTIE & ROSLYN: Thank you for always being so reliable and willing to help out when needed.

ANJEE: Thanks for always helping out and being so flexible!

MARIETTA & LULA: Thank you for working with so many clients and being so flexible! You two definitely are good at juggling and keeping up with things. You always find a way to make it work.

CANDACE: A huge thanks for helping with a drop-in client. You are always so willing and it is greatly appreciated!

ADDIE & JOY: Thank you for helping cover a shift. I really appreciate it!

Nominated by Thea Ann Crabill, Accounts Payable Specialist



I would like to nominate **MICHAEL WHITLOCK**, VP of Business Operations. When Michael submits his invoices he has everything in order. He always gives me a heads up when he is expecting an invoice that may be different from the norm. His paperwork is always correct with department numbers and account codes provided. He never has to be tracked down for correct information because it is always provided. His organizational skills are off the chart and make my job much easier.