

CHOR CHATTER

The Children's
HOME
of Reading

April / May 2011

Sanctuary Celebration Recap!

Thank you to everyone who participated and attended the Sanctuary Celebration in March. It was an opportunity to enjoy some down time with coworkers, watch meaningful client presentations, share in some laughs, and witness meaningful recognition for deserving employees. A special thank you goes out to Jen Wilinksy and the kitchen staff for all their hard work in preparing the delicious snacks that were served throughout the day.

The Executive Leadership would like to thank those of you who took the time to nominate employees for the 2010 Employee of the Year. As you know, leadership looks to reward an employee who exemplifies the mission of CHOR... someone who truly makes a difference in the lives of our clients, whether directly or indirectly. The following employees were nominated for this special award:

Gemerce Whitehurst – Finance
Sharon Gaertner – BPSC
Bobby Stasko – Douglass House
Carrie Hehn – Residential
Jamie Minick – SFC / Adoption
Chantel Beckett - SFC

Diego Castillo – ERC Berks / Lehigh
Luis Rochet – Residential Third Shift
Geoff DeFazio-Wills – CHOR Day Academy
Kenny Mitchell – Gandhi House
Maryann Cicale – Adoption
Toby Nicolosi – Lehigh Valley
Linda Crociante – Lehigh Valley / MTFC
Bonnie O'Donnell – Lehigh Valley
Deb Schoener – SFC / Adoption / MTFC

The Executive Leadership team was faced with the challenge of looking at each nominee individually, taking into consideration many factors. Although all of the nominees deserved to be recognized, Kenny Mitchell was selected as the 2010 Employee of the Year!



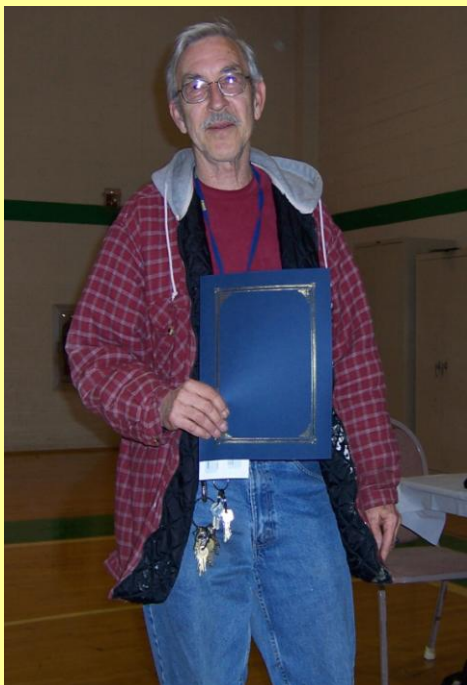
Other employees were recognized for Years of Service, Bright Idea, Perfect Attendance and Almost Perfect Attendance, as follows:

25 Years of Service – Andrea Cleary

20 Years of Service – Deb Schoener



15 Years of Service – Larry Heller



10 Years of Service – Tracy Snyder



5 Years of Service


- | | |
|-------------------|------------------|
| Michelle Bohn | Theresa Comito |
| Natalie McHenry | Justin Armstrong |
| Matthew Blank | Barb Walton |
| Robert Askew | Kim Canary |
| Susana Carzado | Renee Jones |
| Fabiola Gerhard | Kay Eisenbise |
| Phyllis Lawler | Mamady Conde |
| Maria Armstrong | Marino Valencia |
| Michael Pretopapa | Carrie Hehn |
| Eric Fitzko | |

Bright Idea Award – Katie Hill



MEET THE JANUARY & FEBRUARY EMPLOYEES OF THE MONTH!

January 2011
Employee of the Month




Diego Castillo
Community Based- ERG Berks

Mr. Diego's primary job has been the Berks County ERC, although he additionally worked some shifts in the residential facility. The ERC is a relational model that focuses on providing emotional and psychological safety. Mr. Diego accomplished this through meaningful interaction and implementing the sanctuary principles into practice. He consistently treated clients/parents with dignity, respect, and acceptance. This consistent approach and effective role-modeling helped foster a milieu where clients could start to trust and begin to hope.

He has positively impacted the department by being part of the award winning service delivery team and assisting with improving the program, interacting with referral sources positively representing DCERC to program visitors, and temporarily transferring to the LVERC.

Mr. Diego has shown himself to be an excellent CHOR employee with a tremendous amount of upside potential. The way he performs his day to day activities, his attitude, willingness, openness, and keeping the youth and families we serve in the forefront are reason enough for recognition.


January 2011
Employee of the Month



Gemerce Whitehurst
Support

Gemerce is always there to help direct staff on a regular daily basis. She is consistently available, extremely knowledgeable and she does her job in a pleasant and professional manner. She is willing to help with projects outside of finance. Her reliability, loyalty and dedication to CHOR is undeniable.

January 2011
Employee of the Month



Luis Rochet
Residential

Luis has been wonderful when it comes to helping the children. It is obvious how much he cares for our clients well being. He is a good supervisor in that he is fair to everyone and takes his job very seriously and helps you if you need help throughout your day.

Mr. Luis is dedicated to CHOR and his impact with the organization is wonderful. He treats his fellow employees with respect, talks with you if you have a problem and is most admired.

February 2011
Employee of the Month



Jamie Minick
Treatment Supervisor

Jamie worked extensively with her staff and herself to accomplish completion of units to bring overdue Adoption units down 30% which also generated revenue for adoption.

She also worked to coordinate with team effort across CHOR programs to create a family environment friendly 2nd annual matching event. Her team and committee provided this at a very low cost. Now other agencies are making efforts to improve their own matching events. Jamie did all of this while consistently continuing to help the SFC team with limited A. A. support.

WELCOME TO CHOR!



New Employees

February 2011

Rashell Bowman, Skills Trainer – MTFC/Mechanicsburg
LaShonda Stewart, Cook – Facilities
Sharon DiGuardi, YCW – Gandhi House
Tiffany Middleton, YCW – 3rd Shift
Nicole Robb, YCW – Gandhi House
Jonathan Koestel, Interventionist – ERC/Lehigh Valley

March 2011

Vanessa Wanshop, Major Gifts Man. – Development
Jessica Sanchez, Cook – Facilities
Jason Eisenhower, YCW – Douglass House
Holly Sheaffer, YCW – Douglass House
Aracely Gonzalez, Comm. Int. – Lehigh Valley
Stephen Lopez, YCW – King House
Sarah Watras, YCW – 3rd Shift

ASK DR. VINCE MEETING

March 28, 2011

2:45 pm

MEETING MINUTES

Approximately 35 employees in attendance

Community Meeting

Inspections/Audits:

- DPW offices of OCYS and OMHSAS conducted their annual license review the weeks of January 17th and 24th. Results were very positive. The state representatives were very complimentary about the quality of the services we provide. Minor corrective action plan was needed.

- The Special Education audit took place January 19th and 20th. Results were positive. Corrective action on items has been submitted and continues to be worked on.
- The COCA Annual Monitoring meeting took place on January 13, 2011. Results were positive. No items requiring correction were found.
- CBH (the managed care organization for Philadelphia) conducted a credentialing audit on March 8th. As a result, we are credentialed and contracted with CBH for our SRTF program. This visit was CBH's recommendation as they felt they needed to add providers who worked with this specialized population.
- We had our Sanctuary certification internal celebration on March 2nd. It was a very positive afternoon/evening with a lot of staff and client participation. We may be planning an external celebration as well.

Updates:

- RESIDENTIAL EDUCATION – It has been mandated by the Department of Education that we need to come into compliance with new regulations. This will cover grades 1 – 12. Ed has been working with the architects. All classrooms will be in the Custer Building. We hope to have this up and running by September. BPSC, Vince, Suzanne and Karen G. will have to relocate into another building.
- ERC is getting a lot of exposure. The President of the MacArthur Foundation visited the program last week.
- LV ERC – we are talking about the possibility of starting a girls ERC program.
- “Field of Dreams” project should be starting in the next couple of weeks. This is being funded by donors.
- Leadership met as a group on March 4th for our Bi-Annual Business Review meeting. We will be working on the

2011/2012 budget in the next couple of weeks.

- The United Way Allocation Meeting is going to be held on 3/29.
- We will be doing the Weight Loss Challenge again this year. Flyers were distributed to those in attendance and will be posted throughout CHOR.
- Dr. Vince discussed the financial health of the organization and briefly reviewed the February financials. We have struggled with the majority of the community-based programs. Through February YTD, we are at a loss for revenue. The good thing is that things in March have picked up. The residential census is at 59. The snow days have also hurt us. Obviously we have not been able to do what we wanted to do with raises and the 401k contribution. We will put this in again for the next budget. We are going to distribute bonuses to FT staff who have been employed for at least 6 months in the amount of \$250.00 and for PT staff who have been employed for at least 6 months in the amount of \$125.00. ELT has chosen to exclude themselves from receiving this bonus. We are going into April with a much healthier census.
- There was a suggestion that was put in the suggestion box related to new positions. We will not be hiring for any new positions, other than to meet ratios or regulations.
- We will be flopping the RTF credentialing to SRTF due to recommendation of CBH. Question was asked if this will affect the RTF program or CHOR financially. Vince replied that no, it won't.
- The main office will be closing over lunch effective April 1st. It will be closed from 12:45 – 1:45. Stacy stated that we are still working on finalization of this. We expect some glitches, but we will work them out.
- Question was asked how we are paying for the renovations to the

Custer Building. Vince replied we have capital campaign money that was already accounted for to replace all the windows, etc. in the 1010 Building. Those changes will be put on hold due to the need for the education license. Deb H. also stated that we are still pursuing grant monies for this to defer costs. A question was asked if we have a start time of renovations. Vince replied that bidding will go out next week. We will identify a contractor and hope to start minor work and then once school year is over will start the major work.

- We recently hired a part time Major Gifts Manager (12 hours per week) to facilitate major gift donations. We believe this position will pay for itself.
- Debbie A. talked about an Easter Basket raffle taking place. Posters will be put up throughout CHOR. Tickets will be available in the main office and fund development.
- Debbie H. reiterated that she sent out an email to directors regarding the Crowne Plaza's offer for CHOR to use their facilities.
- Vince questioned how people are feeling about not receiving raises? Those who commented said that they are happy for the bonus and grateful that they have a job.
- Question was asked how it was going with MERP in place. Stacy stated so far that things have been positive and CHOR has saved money, but we won't know the final outcome until June/July.
- Deb Schoener talked about the frustration of bringing on new staff at a higher rate than staff that have been here for a while and realizes this is due to not having received a raise for the last three years, but it is frustrating. Vince articulated that Leadership is aware of this and is hopeful that we will be able to give raises in the future.

Meeting adjourned: 3:35 p.m.

BENEFITS CORNER

By Carla Rappaselli, Benefits Coordinator

REMINDER about IMPORTANT Changes to your Healthcare FSA Account!!!

Effective January 1, 2011, the Patient Protection and Affordable Care Act (PPACA) of 2010 changed the eligibility rules for reimbursement of over-the-counter (OTC) products using Flexible Spending Account (FSA) pre-tax funds. **Key messages for employers and employees describing the OTC change:**

- ❖ **A prescription is required** for reimbursement of **OTC drugs and medicine purchases other than insulin**. Examples of OTC drugs and medicine that will require a prescription for reimbursement include: aspirin, ibuprofen, and cough syrup.
- ❖ Applies to 2010 funds: The change is effective for expenses incurred on or after January 1, 2011, even if claim is for funds contributed to the plan in 2010.
- ❖ OTC items that are not considered a drug or a medicine (e.g. bandages, wound care, contact lens solution) continue to be eligible for reimbursement without a prescription.
- ❖ Employees should consider the new OTC rules when estimating the amount to put in their FSAs for the 2011 plan year.

For questions, contact Amy Smith at Power Kunkle Group: 610.685.1790 or Steve Smith at Brokerage Concepts: 610.491.4870.

Affected Expense Categories:

Acid Controllers, Allergy & Sinus, Antibiotic Products, Anti-Diarrheals, Anti-Gas, Anti-Itch & Insect Bite, Antiparasitic Treatments, Baby Rash Ointments/Creams, Cold Sore Remedies, Cough, Cold & Flu, Digestive Aids, Feminine Anti-Fungal/Anti-Itch, Hemorrhoidal Preps, Laxatives, Motion Sickness, Pain Relief, Respiratory Treatments, Sleep Aids & sedatives, Stomach Remedies

Employee Suggestions

Leadership is committed to reviewing your suggestions and we thank you for submitting them. We love to hear your ideas! Some of you might notice changes made due to your suggestions. Sometimes changes aren't as noticeable. And other times, suggestions can't be implemented due to limited resources. No matter what, we want you to know that your suggestions are being heard, and some of the suggestions, and outcomes, will be reported in the CHOR CHATTER.

SUGGESTION submitted anonymously

It was suggested that we add an Employee Lunch Room in the 1010 Building so that employees can enjoy a peaceful lunch time away from all the other things going on in the building.

While we would love to dedicate a space for employees to get away, we currently do not have space in any of the buildings to accommodate this. If space becomes available in the future, we will re-evaluate this. In the meantime, we encourage employees to utilize conference room space if it isn't being used over lunch.

SUGGESTION submitted by Kris Ziegler

It was suggested that we attach a fitting to the sink on the buffet line with a length of hose to facilitate easier filling of steam tables and melting of salad bar ice.

Consider it done, Kris!

April & May Birthdays

4/4 Barbara Walton
4/5 Ishmael Obi
4/7 Karen Grim
4/8 Kristen Charles
4/15 Wendy Camejo
4/15 Kelly Stesney
4/17 Angel Gonzalez
4/22 Eugene Deren
4/22 Alpha Doumbouya
4/24 Angela Perez
4/25 Tiffany Ovalles
4/28 Drew Thomas
5/1 Ed Reinert
5/2 Julie Murphy
5/3 Kristin Smith
5/4 Myrna Saunders
5/5 Stuart Berringer
5/7 Molly Brenner
5/10 Debra Acker
5/11 Julie Flowers
5/12 David Jennings
5/16 Jennifer Doyle
5/18 Deborah Moll-Kreider
5/21 Kristen Ressler
5/22 Jennifer Hearn
5/23 Robert Moyer
5/28 Robin Leon
5/29 Chantel Beckett
5/29 Jose Hurtado
5/29 Phyllis Lawler
5/29 Greg Moyer
5/29 Diana Santiago



SAVE THE DATE!
CHOR's Annual Health & Benefits Fair
June 30, 2011 - 2:00 to 4:00 pm

GET TO KNOW YOUR COWORKER!

Name: **Kay Eisenbise**

Position: **Main Office Receptionist**

Years of Service: **5 years**

Children's Names (Pet's okay too!): **Dog named Starr**

Other personal/family information you would like to share: **I had one sister and one brother, both older than I. They have both passed away. I have one younger half brother.**

One thing you would be surprised to know about me is: **I have no children or grandchildren, but love children. I have three nieces who are like daughters to me.**

In my spare time, I like to: **Listen to music, do genealogy research, and go out to eat with my best friend.**

The 3 words that best describe me are: **Friendly, Honest, and Trusting**

My favorite book and/or movie is: **the movie "Pretty Woman"**

I am listening to what kind of music these days: **Oldies and R&B**

Where was I born? **Reading, PA**

Most inspiring moment at CHOR: **Seeing the smiles on the clients' faces at the holidays and seeing how resilient they can be to adverse conditions in their lives.**