



# The Center for Family Support

We Care.....We Listen.....We Help.....

## RECOGNITION INSIDER

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### Latest Tips

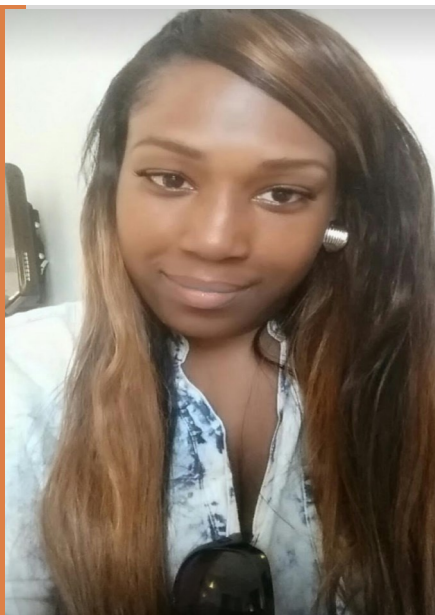
If you observe someone who should be nominated for Employee of the Month.....mention it to their Supervisor



If you have not yet received your Awards Certificates from last months luncheon, please reach out to Annmarie

@ 21229-7939 ext. 210

I will be 😊 to forward your award.



### Neshamah Pinney May 2016 Employee of the Month

#### Direct Care Professional Crotona IRA

*Competency Area L: Education, Training and Self-Development Activities.*

Ms. Pinney demonstrates enthusiasm for learning the knowledge and skills required to perform her duties. She often seeks her immediate Supervisor's feedback if she is uncertain of a new protocol or policy to ensure she is following best practices. Ms. Pinney seeks and accepts feedback to improve her performance, she is open to and accepting of developmental feedback. She applies knowledge and skills

gained to effectively complete the job. Ms. Pinney attends and actively participates in and successfully completes all required training in a timely manner.

*Competency Area P: Supporting Health and Wellness.*

Ms. Pinney demonstrates and assists in nutritious meal planning and food preparation, storage and handling. She teaches dining skills according to the individual's needs and assists individuals to use clean, healthy practices when preparing meals. She adheres to allergy alerts, texture, portion size and other alerts related to the special requirements of the individual, thus ensuring each has a nutritious meal of choice. This is done in part by including each individual in the daily meal planning and preparation.

*Competency Area R: Supporting Crisis Prevention, Intervention and Resolution.*

Ms. Pinney supports and demonstrates the individual's connections to others, self confidence and opportunities for relaxation and recreation to decrease the possibility of a crisis occurring. When an individual is unable to cope with stress, Neshamah is able to effectively use the R-Star technique: *Reassessment, Reassurance, Repeat-Ask-Validate, Remind and Restore.*

She works to repair and restore the environment and peoples' emotions after a crisis situation.

Memories .....2014 Recognition Luncheon



**Supervisor of the Qtr., 2nd Quarter**

**June 2016 EOM Nominees**

Erica Vaiana

Loude Loriuste

**Supervisor of the Quarter Nominees**

Sarah Toussaint

Meril Brandt



Ms. Owens has worked at CFS since 1998 and has been promoted through the ranks.

Minnie has learned and mastered many Core Competencies amongst which is Getting to know an individual through assessment and discovery. This requires patience, commitment and understanding. She has learned to appeal to an individuals interests.

**Minnie Owens, Residence Manager, Broadway IRA**

Ms. Owens does a great job at building and maintaining relationships. This is evident in the way family members respond. She has a vast knowledge of each of the individuals she serves and can recall specific details about each. Ms. Owens does what needs to be done and this is a testament to her dedication to the individuals she works with on a professional level. She is not deterred by difficult behaviors and she has shown that she is able to handle sensitive situations with respect for the individuals.



## EMPLOYEE OF THE MONTH – 2016

<u>Month</u>	<u>Name</u>	<u>Department</u>
January	Natalie Paul	Case Management
	Rosemary DeCarlo	Community Hab.
February	Marie Remy	Community Hab
March	Jared Jackson	Community Hab
April	Carol Haye	Community Hab

### ADMIN. OF THE 2nd QUARTER

Ilene Hales is a treasured member of the NY Admin team. She is the gatekeeper for the Office and ensures that all who enter are greeted with a friendly demeanor.

#### *Core Competency F: Building and Maintaining relationships*

I have observed on many occasions how Ilene answers incoming calls from internal as well as external “customers”; in addition to her greeting style. As Admin is the provider of customer service to all CFS staff and non– staff. She is pleasant and cordial; she does not interrupt or is abrupt to anyone. She listens and provides exceptional customer care. Folks are very appreciative of their interaction with her as demonstrated by when they come to the office and express their appreciation. She is the first point of contact for many visitors and callers and her friendly mannerisms makes all feel welcomed.

#### *Core Competency H: Demonstrates respect in all professional relationships and Core Competency I: Exhibiting professional behavior*

Ilene’s casual professional tone consistently shows respect to all, whether it’s a sales call/visitor or a caller/visitor who is displeased. She takes the time to find out what is the core of the matter, while deftly attending to other callers or visitors. And thus she is able to direct the individual to the right person/department.

#### *Core Competency J: Showing respect for diversity and inclusion*

All internal and external callers/visitors are treated fairly and without judgement. There are a lot of passionate interactions, but Ilene has been observed to show compassion, friendliness and calmness when assisting all.





**EMPLOYEE OF THE**  
**MONTH - NOMINEES 2016**

**January**

Natalie Paul      Case Management  
Rosemary DeCarlo Community Hab  
Nicole Arce      Case Management  
Bamidele Ayilola Community Hab  
Joy Sackey      Oberman  
Rosemarie Miller Riverdale  
Adrienne Riddick Liberty  
Erica Simes      King Supervised  
Petra Doldron      Lincoln

**February**

Marie Remy      Community Hab  
Ana Delacruz      Kelly Towers  
Rachelle Pierre-Louise Community Hab  
Michael Beckford Crotona  
Jennifer James      Oberman  
Nyenk Subah      Bryant  
Nicole Arce      Case Management  
Errol Charles      135 Street  
Jesscia Threatt      Ozone Park  
Madelyn Williams Lincoln  
Stephanie Ladson Lincoln  
Migdalia Rivera      Simpson  
Victor Johnson      163 Street

**May**

Neshamah Pinney      Crotona  
Brittany Simmons      Crotona  
Erica Vaiana      Community Hab.  
Loude Loriuste      Homecare & FSS

**April**

Annette Aponte      Underhill  
Keica Burroughs      Simpson  
Jesse Calvin      Liberty  
Aviance Cox      Friendlys  
Lillian Jalloh      Bryant Avenue  
Victor Johnson      163 Street  
Carol Haye      Community Hab  
Amanda Hall-Pratt      178 Street  
Jeneba Kargbo      Richmond  
Inez Serrano      135 Street  
Lynette McFarlane      Residential  
Program Admin.

**Supervisor of the 1st Quarter**

1<sup>st</sup> Qtr. Carolyn Giambastiani  
Crotona

**Admin of the 1st Quarter**

Kimberly Castrogiovanni