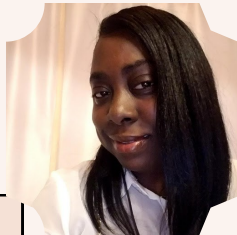


Recognition Insider

T H E C E N T E R F O R F A M I L Y S U P P O R T I N C .



Janaya Ford

Janaya Ford has been working with CFS since February of 2016. She has been a dedicated employee and has shown a tremendous amount of care and respect for all the service recipients at the Frost IRA. Her positive attitude and guidance continues to help them in their individual growth. Janaya has been a great asset to those she provides services to. She encourages them to participate in the life of their community but also to widen their horizon and look for fun outside of their community. Through her person centered approach, she is able to understand the importance of their individualism and their freedom to choose and live as they want but knows when and what situations require her oversight...(cont'd on page 2)

SPECIAL POINTS OF INTEREST:

- If you see someone who should be nominated for Employee of the Month mention it to their Supervisor
- If you have not received your Awards Certificate, Please Contact Annmarie @ 212-629-7939 ext.210

Taniya Lennon



Taniya Lennon has been working with CFS since December of 2015. Ms. Lennon patiently demonstrates social perceptiveness at Rosedale . One of the Service Recipients at Rosedale's residence demonstrated frustration and disruptive behaviors. This individual does not communicate verbally, and as a result, it is challenging to understand his desires, wants, dislikes etc. Ms. Lennon took the initiative to learn Sign Language, which he understands. As a result, he gradually developed self-esteem, which minimized his frustration. Ms. Lennon also taught some of her co-workers Sign Language so they can communicate with him... (cont'd on page 3)

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JANAYA FORD



Janaya Ford has been working with CFS since February of 2016. She has been a dedicated employee and has shown a tremendous amount of care and respect for all the service recipients at the Frost IRA. Her positive attitude and guidance continues to help in the growth of the individuals she serves.

Competency Area A: Supporting a Person's Unique Capacities, Personality, and Potential.

Janaya consistently uses person first language when communicating about and to the service recipients. She has developed a meaningful relationship with each service recipient she supports that is demonstrated through their interactions with her and the conversations she has with them. The service recipients at Frost enjoy going out with her and are always eagerly awaiting her shift to start so they can drive around the community or do a planned activity with her. She is aware of their personal likes and dislikes and is able to plan activities for them accordingly. She is supportive of their choices and if there are individuals that cannot agree on an activity, she is able to mediate the conversation and assist them with sorting through their options so that everyone will have a good time.

Competency Area D: Facilitating Personal Growth and Development.

Janaya has been observed interacting with the service recipients in ways in which she can teach them new skills. Through observation and listening to their biggest issues, she is able to recognize what they are struggling with the most and is able to encourage them and assist them with their task. For example, when a service recipient wanted to learn how to cook lasagna, Janaya was able to teach him how to make 2 different styles of lasagna. His main complaint at first was his food budget. Janaya assisted him with his food shopping list so he could get the ingredients needed as well as his other basic food items all within his budget. She helped him look online for sales and coupons for the local supermarket and they made sure to take a tax exempt form so they could get everything they needed.

The first two times he made the lasagna, Janaya stayed and observed him. She provided instructions on how to boil the noodles, layer the lasagna and how long to let it bake. She taught him how to use the timer on his phone so he would know when the lasagna was ready. The third time he was able to make lasagna on his own and actually made two pans and shared with his peers and staff. After mastering meat lasagna, Janaya offered a healthier alternative and encouraged him to try making vegetable lasagna. She again went through the process of assisting him and again after mastering that, he was excited to make and share one pan of meat lasagna and one pan of vegetable lasagna.

Competency Area V: Supporting Active Participation in the Community.

Many times Janaya has come to me with activities in mind that she knows the service recipients will enjoy. The service recipients also know they can go to Janaya when they learn of something in the community and they want to participate in it. If they have free time, they know they can count on Janaya to think of something based on what they like. Janaya has driven around Brooklyn because service recipients expressed an interest in looking at the graffiti. They took pictures and were excited to show peers and other staff. Janaya encouraged service recipients that were hesitant to participate in the disability pride parade, to go and support and she made it a fun trip for them and took pictures and dance the whole way. Janaya has also taken time to plan months of activities. For example, for the month of August she organized and took the service recipients to various concerts based on their musical tastes.

Janaya has been a great asset to the service recipients. She encourages them to participate in the life of their community and to widen their horizon and look for fun outside of their community. She encourages them to represent who they are and advocate for themselves. She is able to teach them new skills and helps them improve on old ones. Through her person centered approach, she is able to understand the importance of their individualism and their freedom to choose and live as they want but knows when and what situations require her oversight. She has shown that she can multitask, is a hard worker who is dependable and flexible.

Jeneba Kargbo, Assistant Residence Manager

TANIYA LENNON



Ms. Lennon consistently & thoroughly demonstrates competency & excellence in various skill areas.

Competency Area F: Building and Maintaining Relationships

Supports individuals to overcome barriers and challenges to establish and maintain a relationship. Demonstrates the ability to identify the individual's personal strengths, interests and needed supports for community involvement. Demonstrates strategies to encourage and build the individual's self confidence.

Competency Area G: Creating Meaningful Communication

Uses a range of effective communication strategies and skills to establish a collaborative relationship with the person. Modifies own communication to ensure understanding and respect. Develops trust by communicating empathetically. Recognizes the impact discrepancies between the individual's chronological age and developmental age when communicating.

Competency Area P: Supporting Health and Wellness with special attention to develop and assist in nutritional meal planning, food preparation, and storage.

One of the Service Recipients at Rosedale's residence demonstrated frustration and disruptive behaviors. This individual does not communicate verbally, and as a result, it is challenging to understand his desires, wants, dislikes etc. Ms. Lennon took the initiative to learn Sign Language, which he understands. As a result, he gradually developed self-esteem, which minimized his frustration. Ms. Lennon also taught some of her co-workers Sign Language so they can communicate with him. Ms. Lennon demonstrated the ability to identify his personal strengths and interests. She was able to get information regarding his likes and dislikes through keen reasoning and active listening. Ms. Lennon subsequently encouraged him to participate in community outings with peers who have similar interests. This enhanced his community inclusion. She shared the information with her co-workers and reiterated what is important to him and what others needed to know. Ms. Lennon also demonstrated strategies to encourage and build his self-confidence. She encouraged him to take pride in his abilities and achievements and to minimize frustrations and disappointments, by focusing on positivity.

Ms. Lennon utilizes a range of effective communication strategies and skills to establish a collaborative relationship with him. She communicates in a polite tone and respects his needs for a period of quiet non-communication time and proceeds with conversation according to his desires and participation. Ms. Lennon speaks, and models Sign Language effectively in ways he comprehends. Ms. Lennon modifies her communication to ensure understanding and respect by demonstrating positive body Language and providing adequate time for communication with the household. Ms. Lennon has attained trust at the residence by communicating empathetically by repeating words and/or gestures, asking questions, finding solutions, and validating feelings. Ms. Lennon also recognizes the impact of the positive discrepancies between the gentlemen and ladies chronological age and developmental when communicating, such as understanding the difference between chronological age (birth age) and Developmental Age (intellectual abilities and characteristics) of the gentlemen and ladies and communicating appropriately in language that the gentlemen and ladies can understand.

A few of the participants do not like to eat salads. Ms. Lennon encourages understanding of better health care and nutritional needs. Ms. Lennon and her co-workers planted a garden in the backyard, which includes tomatoes, cucumbers, peppers and leafy lettuce. All participated in picking vegetables from the garden, a lesson she continued by teaching how to store and prepare fresh, just picked, economical, nutritious vegetables and salads to each person's liking.

Ms. Lennon informed them that when the season changes, vegetables will be purchased from the supermarket, because the garden will not continue to flourish until the next warm climate. Each expressed 'thanks' to Ms. Lennon. Ms. Lennon continues to work arduously with the ladies and gentlemen, including going the 'extra mile' to ensure they receive quality care services. This empathy is recognized by management, co-workers, medical personnel and individuals that Ms. Lennon serves.

Meril Brandt, Residence Manager

EMPLOYEE OF THE MONTH WINNERS - 2017

<u>MONTH</u>	<u>NAME</u>	<u>DEPARTMENT</u>
<i>January</i>	<i>Annie Sistrunk</i>	<i>Kelly</i>
<i>February</i>	<i>Denise Myers</i>	<i>Riverdale</i>
<i>March</i>	<i>Soo Kang</i>	<i>135th</i>
<i>April</i>	<i>Maria Asencion</i>	<i>Com Hab</i>
<i>May</i>	<i>Latoya Durham</i>	<i>Crotona</i>
<i>June</i>	<i>Monifa Abrams</i>	<i>Sunset</i>
<i>July</i>	<i>Onica Chan</i>	<i>Com Hab</i>
<i>August</i>	<i>Janaya Ford</i>	<i>Frost</i>
	<i>Taniya Lennon</i>	<i>Rosedale</i>

Congratulations!

SUPERVISOR OF THE QUARTER

Arnaldo Giraldo
Virginia Roman

ADMIN OF THE QUARTER

Raniyah Funn
Lynne Thach

TEAM OF THE QUARTER

Oberman Residence

EMPLOYEE OF THE MONTH NOMINEES - 2017

January

Annette Aponte	Medical Coordinator
Soo Kang	135th
Denise Myers	Riverdale
Jenny McNally	Bryant
Carles Van Riel	Lincoln
Sunde Lovett	Crotona

March

Janelle Jones	Crotona
Migdalia Rivera	Simpson
Myles Surland Van Tams	Crotona
Floyd R. Calder	Sunset

May

Savion Byfied	Hale
Charise Rand	Cary

July

Wendy Harry	Liberty
Jasmine Adams	Bryant

February

Loude Lorjuste	Homecare
Allison Birot	Livonia
Steven Houston	Hale
Janiquwa Morrison	Broadway
Wendy Harry	Liberty

April

Michael Diaz	Com Hab
Migdalia Rivera	Simpson
Joyce Moulton	Com Hab
Angelique Gomez	Com Hab
Mirsada Oliveras	Homecare

June

Wendy Harry	Liberty
Michael Beckford	Crotona
Jasmine Adams	Bryant

August

Angelique Gomez	Com Hab
Eliza DeArmas	Homecare
Maureen McMahon	Com Hab
Haille Rodger	Richmond
Mariam Hassan	Lincoln
Charise Rand	Cary
Natasha Baptiste	Arlington
Veronica Douglas	Sunset

Congratulations!