

Recognition Insider

The Center for Family Support Inc.



Special points of interest:

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



Jen'nelle Melendez

Jen'nelle Melendez started with CFS a short 8 months ago, and quickly won the hearts of the Bryant Avenue residents. He has shown excellent work ethic and dedication to the people we serve. Before he knew fully what the Core Competencies entailed, he was demonstrating quite a few of them which led to this nomination:

- H. **Developing Professional Relationships**
- I. **Exhibiting Professional Behavior**
- F. **Building and Maintaining Relationships**

Jen'nelle, "Jay" as everyone calls him, started from the onset with great passion for what he does. He is all about working together as a team to get the job done. He has a great rapport with his fellow employees. Often times, the staff would give him compliments on how he is such a great asset to the residence. Visiting family members would acknowledge him and often state how pleased they are that he is working with their brother, son or daughter. For instance, we have an individual that came to Bryant almost a year ago. He never lived in a group home setting and was struggling with being so far away from his family. "Jay" would help him to call his brother on his cell phone. He would be so enthused with communicating with his family, he built a great relationship with "Jay", so much so that the brother would often want to speak with "Jay," to get his input on how he is doing in the residence.

- V. **Supporting Community Participation**

"Jay" is a great support with another resident as well. He recognized that there is no limit to someone's potential and was able to tap into what he can do, which made a great difference in his life. He developed such confidence within himself, he takes the initiative to do things that he never did on his own before. "Jay" has been influential with encouraging community connections with all the residents, supporting events like "The Juneteenth Parade" in Harlem, celebrating the emancipation of slavery, and the "Irish Fair" in Staten Island that celebrate Irish culture with different foods.

Jen'nelle "Jay" Melendez is an excellent example of what it is to be a Direct Support Professional and is Bryant Avenue nominee for Employee of the Month, June 2018.

Inside this issue:

JULY EOM	1
JULY EOM	2
Admin of 2nd Quarter	3
Supervisor of 2nd Quarter	4
Team of 2nd Quarter	5
Previous Mentions	6

Tamara Rouse
Residence Manager



Cheryl Owens

I recommend Direct Support Professional Cheryl Owens for Employee of The Month for exhibiting proficiency in the following Core Competency Areas:

- **Putting People First**
- **Building and Maintaining Positive Relationships**
- **Demonstrating Professionalism**
- **Supporting Good Health**



Cheryl Owens has consistently demonstrated proficiency in the above areas. Upon arriving to Arlington she begins her shift by taking time to hold meaningful conversations with each individual. She uses the information she gathers from these conversations to plan her shift around what the ladies would like to do or accomplish for the day. Cheryl exhibits a level of genuine care, concern and putting people first that has established her as a leader amongst her peers.

A recent example of **supporting good health and building and maintaining positive relationships** is Arlington's recent vacation to Miami. With respect to the behavioral challenges of an individual, Cheryl was able to maintain the safety of both and made sure the challenges had minimal effect on the quality of their vacation. While in Miami, hospitalization was needed for one of the ladies, but her relationship with both women helped her to turn the tone of the vacation from negative to positive in the end.

With Cheryl's guidance, a relationship of support was also established between the two individuals, as she promoted one being there for the other throughout the challenges.

Ms. Owens professionalism, kindness and patience helped a situation which started off rough, and ended positively for both individuals. She was calm, composed and quick thinking in an unfamiliar environment, throughout the emergency situation, while facing difficulties even during a flight.

When the individuals returned home, they both reported positive highlights about their vacation.

LaKevia Timber
Residence Manger



*Admin of the Second
Quarter*
Stephanie Arevalo



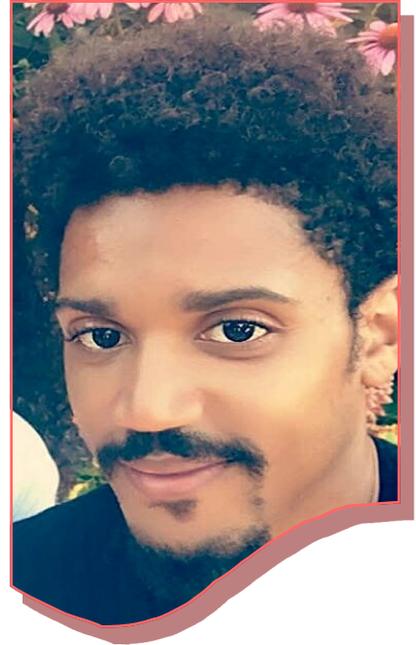
I would like to nominate Stephanie Arevalo for Administrative Assistant for the quarter. Stephanie started working at The Center for Family Support as a DSP in February 2015. Stephanie was promoted to Administrative Assistant and has been working in our department for over a year. During this time, she has demonstrated to be friendly, professional, extremely organized and a very fast learner. She communicates very well and always follows up. Stephanie is very respectful each time a task is assigned. She always responds in a positive and professional manner. During the stressful time our department transitioned to the Therap Program, Stephanie was able to handle all the pressure with a smile, in a timely manner and efficiently.

In addition to working in our office, Stephanie has an individual that she works with on Saturdays. As a DSP, she is an excellent worker, always on time to work and punctual with her paperwork. Stephanie is a great support and relief to the family she works with and the mother of the individual is always praising her job performance. The individual that she works with loves her. Stephanie is very patient and makes sure he meets his needs whenever she works with him. For these and many other reasons, I believed Stephanie must be nominated Administrative of the quarter.





*Supervisor of the Second
Quarter*
Norman Clarke



Goal 7: Getting Out in the Community

Norman Clarke has been with CFS for seven months and is already making a huge impact on the lives of the people we serve. Norman works at Simpson Street and has established rapport with both staff and individuals. He encourages and takes the individuals out in the community. He brought his love of fishing to CFS where he plans, facilitates and executes a fishing trip with ten people. This is the very first community event of this kind in the department with the individuals. The service recipients had a wonderful time and are talking about the next trip. Norman is also planning a “crabbing trip” in the fall.

Norman brings a new prospective to CFS. We are looking forward to having him around for a long time. It is with pleasure that I nominate Norman Clarke for Supervisor of the Quarter.

Erica Robinson

Associate Director





Team Spirit of the Second Quarter

826 E178 St IRA



Competency Areas:

Putting People First

Building Positive Relationships

With an aging population, heavy staff turnover concurrent with ever present vacancies, this complement of staff has gradually forged themselves into a proficient, cohesive and effective team. The chemistry and camaraderie applied with caring sensitivity has served to provide an atmosphere of calm, stability, comfort and joy for the five individuals in residence. An excellent example of this was recently demonstrated on the occasion of the birthday celebration for one of the individuals in residence.

The individual in question came to us from Vietnam and had very limited exposure to english. Collectively, the staff set about to not only teach him the language, but to diligently ensure that his attempts at expressing his wants, needs and aspirations are treated with due regard as they do for all the individuals. On the day of his birthday celebration, organized by staff, his brother, who was invited, came and expressed how impressed and delighted he was with what he observed of life at 826 and in particular, his family member. The individual not only spoke to him in english, but he demonstrated in his presence how comfortable and happy he was at home. The interactions between the individual, his peers and staff left the visiting brother in awe. He decided to video call their parents, who live in Florida, so they could hear and see for themselves. The individual's parents were able to speak to him in english. He told them of his new venture; that with staff's help, he was able to finally purchase a bike and is learning to ride. This they acknowledged has been a long held dream of his and that they are very moved by what they were hearing and seeing.

In recent times, the staff has been greatly challenged with age related changes and health conditions of some of the individuals – transitioning to wheelchair ambulation, incontinence, etc. To guarantee sufficient coverage and care in the midst of the vacancies, they collectively agreed to work additional shifts and ensure that care for the individuals is always first.

Having given consideration to all the above, I hereby nominate the Staff of the 826 E178 St. IRA for the TEAM SPIRIT AWARD

Employee of the Month – 2018**Employee of the Nominees– 2018****January**

Maria Paulino	Com Hab
Janet Beckford-Simms	Arlington
Allison Birot	Livonia
Jesus Mendez	Com Hab

February

Eliza DeArmas	Home Care
Laila Straker	Crotona

March

Bryajn Eppich	MSC
Dyanna Harris	Com Hab
Janelle Jones	Crotona

April

Magdalena Bonifaccini-Rendon	Home Care
Anthony Ennab	Com Hab
Gale Rogers	826 178th

May

Venus Vasquez	Kelly
Jessenia Velasquez Lopez	Com Hab
Veronica Grady	Richmond Hill

June

Alexandra Garcia	Home Care
Damien Smith	King/Friendly
Aviance Cox	Medical Coordinator
Jennifer James	Oberman
Melissa Salmon	IPS

*January**Klon Myers**February**Adriana Ruggiero**March**Uwvie Adobo**April**Marisa Rooney**May**Damion Gilbert**June**Jen'nelle Melendez**Cheryl Owens**Admin of the First Quarter Nominee****Kimberly Castrogiovanni****Admin of the First Quarter****Lakisha Grady****Supervisor of the First Quarter****Yiranny Almonte****Admin of the Second Quarter****Stephanie Arevalo****Supervisor of the Second Quarter****Norman Clarke****Team Spirit of the Second Quarter Nominee****Liberty IRA****Team Spirit of the Second Quarter****826 E178 St IRA****Team Spirit**Community Services****Vera Ikeagu******Joan Marquez******Charlette Rattigan******Rachel Cadet******Jen Solis******Anndrena Bernard***