

January

Employee of the Month

Vanessa Lesesane



Ms. Vanessa Lesesane has worked at the Kelly Towers IRA since March 2016. Vanessa takes so much pride in her work, especially when it comes to the living environment/home of the individuals she supports. She always makes sure the individuals' homes have a "homey" feel. She goes above and beyond to decorate with personal items of value to the individuals. Each enjoys participating in these activities with her and they have a great sense of ownership and pride.

Vanessa embodies the Core Competency of creating a home for the individuals. A few months ago, she noticed the walls in one of the apartments at Kelly Towers IRA needed painting. Without hesitation, she brought her idea to the Residence Manager and offered to paint and redecorate the apartment. She was given the green light, purchasing paint and all the supplies needed and did an awesome paint job. Individuals were included and they all enjoyed painting and redecorating their apartment.

Now, the apartment looks very bright and "homier", because a paint color that doesn't only brighten the apartment, but also reflects that a personal choice by the individuals was made. Each individual is very proud to point out to staff and family members who visit their apartment that they helped paint and decorate their apartment, and there's an obvious sense of ownership and pride whenever they talk about it.

Ms. Lesesane has also offered to paint and redecorate the other two apartments in the Kelly IRA and management is working with her to make that happen.

February Employee of the Month Alfred Conteh



Direct Support Professional Alfred Conteh started with the agency with great enthusiasm for the job. He had challenges working at the Cary Avenue residence, adjusting to the specialized care and attention warranted for each resident. He quickly jumped in with the attitude of how, “can I enrich the lives of others and make every situation better”?

Core Competency Area P: Supporting Health and Wellness

Core Competency Area B: Getting to know the Person through Assessment/discovery

It started with a resident who is non-verbal and had a phobia of doctors, going to appointments and just simply getting a haircut; he has a fear of anyone getting close to him; he went without a haircut for months. Alfred decided not to give up and was consistent with trying, until finally one day by using soothing and calming techniques, he was able to cut his hair, taking a little over an hour. It was done due to his persistence and taking his time with the individual. After the haircut, the resident actually stared in the mirror and smiled; he was so happy and impressed with his new look. Alfred also encouraged another resident who was unmotivated, to lose weight. The resident constantly used the excuse of “I can’t do it”. Alfred turned that can’t into I can. He started to take him to the gym twice a week and encourage him to control his portions. The resident in a few weeks, saw for himself that he lost a few pounds and his blood sugar was lower than it has been since he started working out. Alfred has shown by getting to know who we serve, identifying their needs and wants and being that constant support, you can truly make a difference.



March

Employee of the Month

Crystal Cortes

Crystal Cortes started with CFS with great ambition and enthusiasm. She has developed and grown everyday, working with the support she provides to each resident at Bryant. From the day she started, Crystal has shown her unique ability and style to help cultivate and innovate new ideas, plans for events, whimsical décor, community participation and health and wellness. She was recently promoted to Medical Coordinator to add to a plethora list of accomplishments she has achieved during her short tenure with CFS.

Competency Area O: Promoting Positive Behavior and Supports

Competency Area V: Supporting Active Participation in the Community

Competency Area U: Supporting People to Live in the Home of their Choice

There were three key areas demonstrating Crystal going above and beyond that really stood out and resonate with the individuals: (1) promoting positive behaviors and supports, (2) supporting active participation in the community and (3) supporting people to live in the home of their choice. We have a resident who is extremely close to his sister. He usually sees her every month with his family. He looks forward to the visits. Unfortunately, in recent months, she became very ill and could not plan the visits with her brother as usual. Knowing the detrimental effect that it would have on this individual, she was able to connect with his brother and meetup with his sister at the nursing home where she currently resides. By doing so, she promoted a positive support which resulted in a positive outcome for all parties.

Crystal was also proactive with involving the residents to be more connected in the community. She planned a trip to American Museum of Natural History for one of the residents. She also took him and others to a community based party in New Jersey where they were able to socialize and mingle with others. Crystal has a phenomenal gift of making a space more inviting and comfortable for each resident. She organized and rearranged the living spaces and some of the bedrooms at Bryant, which created more functional areas which all of the residents appreciate.

Admin of the 1st Quarter

Jasmin DeLaVega

Competency Area A: Supporting a person's unique capacities, personality and potential.

Jasmine is eager to assist DSP's and Individual's. She is always respectful when in contact in person or via phone with all. She listens to concerns and provides different possible solutions with ease and provides comfort while doing so.

Competency Area E: Facilitation of Supports and Services

Jasmine has become very knowledgeable with Therap and is very reliable with all tasks. She is enthusiastic to absorb any information that may make a positive change for both the staff, Individuals and management.

Competency Area H: Developing Professional Relationships

Jasmine is dutiful and takes her position very seriously. She is kind and interacts positively with all co-workers; is a great listener and often gives sound advice. When Jasmine contacts staff via phone she is pleasant and exhibits the utmost professionalism.

Competency Area L: Education, Training and Self Development Activities

Jasmine takes pride in continuously, learning all the skills that may help her in her position. She attends webinars and watches tutorial videos without being asked, she wants to be accountable for the tasks she is assigned, to effectively provide the best outcome. Jasmine regularly share information with others and has been asked to train other admins that need extra help.

Team Spirit winner

Therap Work Group

Although each of these employees have their own duties in Residential Management, they have shown up and shown out, time and time again. This Therap group began in September of 2018 and for over a year, this group has tackled every task thrown at them. I appreciate all their hard work and dedication; Therefore, I would like to nominate the Therap Work Group for the Team Spirit Award. *L-R Norman Clarke, Melissa Salmon, Jeneba Kargbo, Onike Bradshaw.*



Area E: This work group has assisted with the facilitation of supports and services by continuously evaluating the service plans and makes recommendations for more effective development.

Area H: This work group has maintained a positive and productive relationships with their coworkers. They are all very pleasant and supportive of one another, this has contributed to the success of the group.

Area I: This work group displays punctuality, reliability and flexibility. Every person in this group serves as a team member and takes their role seriously. In over a year, no matter rain or shine, every member has been in attendance and proven to be reliable. Upon arrival, they are productive in getting the task completed, there have been instances when they stay past the allotted time, just to finish the task to completion. Although we have encountered issues, every member has approached the problems in solution- oriented manners and has provided a significant amount of constructive feedback. They have been open to doing things in different ways and provide input to make Therap more effective.

Area K: The first task this work group was assigned with was Cleaning up Therap. As an organization we began to use Therap in 2011. Since then, there have been numerous ISP programs listed for every individual in Residential. As we learned more about the system, it was discovered that it would be more effective to only maintain active programs. This workgroup spent countless hours over numerous months cleaning up this module and bringing it up to date. They have discontinued over 15,000 programs! This has led to less compliance issues and more effective documentation.

Area L: This work group has attended, actively participated in and successfully completed trainings in relation to these projects. After completion, everyone has been able to demonstrate the skills learned and assist other coworkers. Although we have made mistakes in this project, we have managed to troubleshoot and actively learn from our mistakes. This has led to training development. This group has developed trainings and procedural maps to help ensure our records will be maintained effectively.

Area M: This work group has displayed organizational structure by participating in the identification of the cause of problems and actively participates in the identification of solutions.

Working with this group has been a pleasure and I am appreciative to each of them for how hard they have worked and how reliable they have been for this past year. This is my go-to group, and I am looking forward to create more effective Therap experience!