



The Vision

Step By Step, Inc. Newsletter

"Opening Doors to Independence and Opportunity"

Step By Step Appoints New Directors



Step By Step's Board of Directors elected two new members, **Ms. Delight Yokley and Mr. Amilcar Arroyo**. Ms. Yokley, serves as the Director of College Diversity for King's College, Wilkes-Barre. Mr. Arroyo is the editor/publisher for the bilingual, tri-media, radio, TV, and the El Mensajero newspaper in Hazleton. Ms. Yokley will serve on Board of Director's Program Committee, and Mr. Arroyo on the Personnel and Nominating Committees. The background and professional experience of both Ms. Yokley and Mr. Arroyo will be a source of valuable community based input.

Shown from left: Jim Bobeck, President/CEO, Deb Kopech, Vice-Chairperson, Amilcar Arroyo, Delight Yokley, and Richard Shields, Board Chairperson.

2004-2005 Outcomes Management Plan

Step By Step, Inc. will be releasing the 2004-2005 Annual Outcomes Plan in November of 2006. The Annual Outcomes Plan presents information related to Step By Step's outcome performance and stakeholder satisfaction.

As indicated in the Outcomes Plan Executive Summary, "Our objective in distributing this report is to identify issues of stakeholder concern, stimulate management thoughts about the redesign of existing services and the identification of new services gaps."

Information related to Behavioral Health Satisfaction, Medication Administration Assessment, a client's "Needs Assessment", Western Region Day Service Community Integration and Aging Population and Ambulatory Status are featured as new additions to this year's Annual Outcomes Plan.

Shortly following the release of the 2004-2005 Plan, Step By Step will be releasing individual Regional Outcomes Brochures. These brochures provide clients, family, and staff with the opportunity to review outcomes and satisfaction information related to their specific region of service. The Regional Outcomes brochure, upon their release, will be available at the Regional Office locations.

INSIDE THIS ISSUE:

New Program in the Northeast	2
Ten Year Anniversary	2
Western Region Relocates	3
Safe Email Usage	4
Consumer Graduation	5
Multicultural Awareness	5
CSP Talent Group	6



New Program In the Northeast

The Northeast Region is pleased to announce the opening of our newest residential home, New Hope Farm. New Hope Farm is situated on 15 picturesque acres just south of Tunkhannock, Pennsylvania. The New Hope Program will provide comprehensive, integrated community living for four adults with Autism/Autism Spectrum Disorders. The New Hope Farm is one of a few programs of its kind in the United States providing a unique therapeutic living environment for adults. Most providers view Autism as a childhood affliction, and therefore specialized services are rarely available for individuals with Autism beyond the

age of eighteen. S.A.F.E. (Supporting Autism and Families Everywhere), the founders of New Hope, worked with Step By Step to develop the New Hope Program in an attempt to promote awareness and provide a much needed specialized service for adults living with Autism.

After several years of planning and development, The New Hope Farm finally opened its doors to its first resident on June 9, 2005. Now, the New Hope Farm is home to three individuals, and is anxiously awaiting the arrival of its fourth resident. Given the specialized and individualized nature of the residence, all consumers have had the

opportunity to adjust beautifully to their new home. Staff hired at New Hope receives intensive on-going training about autism and effective learning, social, and sensory interventions to ensure successful interdependence in the community. With such a highly trained and devoted staff, Step By Step foresees a very bright and successful future for The New Hope Program.

Although we recently had a wonderful Open House, if you missed it, please know our doors are always open.

Diane Kendig, Program Director and Kim Burke, Director (Program Specialist) of New Hope Farm will be more than happy to arrange a visit!

Celebrating a Ten Year Anniversary

In 1995, the Northeast Region expanded its services to include Lifesharing through Family Living. On June 12, 1995, **Nancy S.** began sharing her life with the **Bachman** family who reside in the Sweet Valley area. Nancy joined **Bob, Marietta and their daughters Amy and Abby** in their home to begin a life together. Since then **Mike T.** has also joined their family. Nancy has experienced tremendous growth while sharing her life with the Bachman's and recently said "I think I'll stay! "

Nancy enjoys attending the Day Development Program, delivering Meals-on-Wheels with Bob, attending church and prayer group meetings and Friendship Circle with Marietta. Nancy seems to especially enjoy her relationship with the Bachman's now adult

daughter Amy. Together they shop, dine out and enjoy each others company. Nancy also has a special relationship with Amy who was only three years old when Nancy joined their family!

We are very pleased and proud to recognize Nancy and the Bachman family as they celebrate a very special 10 Year Anniversary.



**Seated: Nancy S., Mike T.
Standing: Marietta, Amy, Bob, and Abby Bachman**

CARF Accreditation

Step By Step, Inc. will be preparing for its 3rd review by the accrediting body known as CARF. CARF is the Commission on Accreditation of Rehabilitation Facilities.

Step By Step last went through accreditation approximately 2 years ago and is anticipating that the upcoming review will occur sometime in mid to late

spring.

In addition to the service areas currently accredited, Step By Step will be incorporating the Drug & Alcohol Out-patient Program in the Lehigh Valley and the Children's Behavioral Health Program in the Northeast Region into the accreditation review process.

As a part of our on-going accreditation

responsibilities and efforts, Step By Step will continue to provide training for new staff and veteran staff on the overviews of accreditation and specifically Step By Step's involvement with this accreditation process. Look for training sign-ups in your region .

Western Region Relocates

After many months of planning and uncertainty, the Western Region finally relocated its Day Program, Support Services, and Regional Offices at the end of June. The new location is in a building directly behind our old Regional Office location in Arbor Center on Curry Hollow Road.

The new space has been beautifully renovated and provides a very pleasant working environment for both staff and consumers. The Day Program area meets ADA requirements for full accessibility. The building is quite spacious and will allow the Day Program, located on the first floor, to more than double its previous capacity. Our Day Program consists of an ATF, Sensory Integration group, Seniors Program, and Day Options. We've had a lot of

school districts in the area express interest in having us provide School-to-Work transition services, and we are excited about the opportunity to expand our services to students in surrounding communities.

The Support Services program is located on the first floor as well. Those folks spend the great majority of their time out in the community with our consumers, but when we do see them, they seem to be enjoying their new space as well.

The Regional Office staff is also pleased with their new location on the building's second floor, although requests for the installation of an elevator started rolling in within a week or two of the move. Overall, everyone seems pleased with the new space, and we

hope to call it home for many years to come.

We had the opportunity to show off the new location at an Open House on September 22, 2005. Families, community members, County representatives, and even a few Step By Step alumni stopped by to wish us well in our new home. Thanks to everyone – especially **Linda Zupancic and Kim Smith** – who lent their time and energy to making the open house a success.

My thanks go out to all of the staff for their patience and hard work prior to and during the move. We're very proud of our new building and we'd love for you to visit us – so if you don't have a reason to come to Pittsburgh, find one!

A Day at the Beach

Every summer thousands of Philadelphia area families go "Down the shore."

Lots of folks love the beach, wading in the surf, gazing out at the wide blue ocean, basking in the sun, and enjoying the warm weather. For many of the people we support, extra steps need to take place before these simple pleasures can be enjoyed. For some folks, extra precautions need to be taken so the effects of the heat and bright sun don't compound the effects of some medications. Extra water, wide brimmed hats, sun block, etc. are all a part of a successful and fun trip to the shore.

Many of the people we support also need extra effort on the part of their families and staff to make even a short vacation possible. This past summer, one of our ladies went "down the shore." Staff prepared all that was needed and would be wonderfully supported by our vacationer's mother as well.

Sometimes what is a pleasure for some is an obstacle for others. When this intrepid little group arrived at the edge of the beach with hundreds of feet of

sand to the waters edge, the advanced planning paid off, you see, our vacationer uses a wheelchair to get around.

The leader of this adventurous party, **Robyn Lloyd-Wright**, of Delaware County had planned well ahead and rented a "dune buggy" of sorts. It's an oversize wheelchair designed with huge plastic wheels, making it possible for our little group to roll smoothly over the sand and reach the waters edge.

Once at the water, a lift and a pivot turn and our young lady is standing in the surf like thousands of other vacationers. Her mom was holding on tight and out they went, smiling and letting go sounds of joy as she waded into the surf and got to experience something folks in Iowa only dream about.

Now the workplace appearance guidelines do not mention swimsuits and flip flops at work, but our workplace on this afternoon was exactly where we needed to be and that was the uniform of the day.

No position description could list all the details Robyn and **Lead Worker Dora Pippen**, of Delaware County needed to think about and do to: plan, arrange, coordinate, pay for, get team and fam-

ily input and approval, conform to an ISP, complete lots of paperwork, collect all the supplies, check with the primary, download driving directions, gas and pack the van and alter the house schedule for the week.

All the effort, all the work, all the paper, all the thought, and all the time paid off in that one moment when our vacationer got to stand and smile as the ocean waves wrapped around her on that wonderful day at the beach.

**Joseph Hartnett, Vice President
Operations/Southeast**



Education Key to Safe Email Usage



A silent revolution has taken place. Or is it the Revolution of Silence:

Voices have been replaced by the sound of tapping of keys, ringing phones have been substituted with "you've got mail," and the concept of human attachment has been swapped with email attachments. Face-to-face meetings are increasingly rare and occur only when it is necessary to punctuate business relationships that are often formed entirely through email and voice mail communications.

Step By Step employees need to understand and embrace the need for security as it relates to email usage at work and at home. Many of the techniques used in a properly secured and monitored Agency environment can also be applied to online activities at home,

such as virus scanning, spam filtering, use of software/hardware firewalls for home broadband connections, and avoidance of phishing attempts.

Step By Step employees need to recognize the potential security threats associated with email. All suspicious messages are scanned for viruses before opening. Remember not to click on any links embedded within an email without first verifying that the URL is legitimate, and never open an attachment from an unknown source. If a message is from an unrecognized sender or domain, or the subject line appears out of place, consider the email suspect. And, understand that any email sent or received via the Agency email system is not private but rather the property of Step By Step.

Agency email users also need to avoid Phishing scams. Phishing is a technique

where the perpetrator sends out legitimate-looking e-mails appearing to come from some of the Web's biggest sites, including eBay, PayPal, MNS, Yahoo, BestBuy and America Online, in an effort to steal your personal and financial information from the recipient.

If checking your personal email account while at work, please wait to arrive home in order to download or open any attachments that may be harmful to the Agency's email system.

It is important that everyone increase their awareness and learn to protect yourself from the dangers of fraudulent attacks. By following the above tips, you will protect yourself and Step By Step from many e-mail scams.

Stay tuned for the next article on Password Security in a future newsletter.

New Outpatient Program In Lehigh Valley

In June of 2005 the Lehigh Valley's Outpatient Drug and Alcohol expanded by obtaining licensure from the Office of Mental Health and Substance Abuse Services (OMHSAS) to operate a Mental Health Outpatient Psychiatric Clinic. The Program will now be a dually diagnosed Outpatient

Program/Clinic for persons with serious and persistent mental illness or persons with mental illness and drug and/or alcohol addiction. The drug and alcohol program currently serves 100 individuals and with the addition of Mental Health Services an additional 100 persons can be served. The Agency is in

the process of contracting with Magellan Behavioral Services and renovating the offices at 375 Linden St., Allentown in preparing to open the doors to provide mental health treatment. The expanded program will be called the Step By Step, Inc. Outpatient Program.

The HIGH Price of Oil

All of us are well aware of the recent skyrocketing price at the pump to fill our cars. It looks like we will see much the same with heating oil and natural gas this winter.

The high price of getting around and heating our homes is as much a challenge for Step By Step as it is for each of us. Here are some things you can do at home and on the job to ease the impact of this spike in energy prices:

Combine trips, plan ahead and gas the car/van up on your way to the grocery store for example.

Easy on the gas pedal, you are not in a race, ease up on the gas as you pull away from a traffic signal or approach stopped traffic ahead, let your momentum carry you to the stop.

Allow extra time, you will feel less pressure to put the "petal to the metal" when you are not rushed.

Keep your tires properly inflated, over or under inflated tires cost you gas.

Car Pool when possible, if two people are going to the same place and it makes sense to travel together, then try it, you might like it!

Lighten the load, carrying an extra spare tire in your trunk? It's costing you gas!

Think ahead, when scheduling a doctor's appointment, can you get something else done in that part of town before or after the appointment?

Plan your route, think about a trip in miles AND minutes.

Always use regular self serve gasoline.

Prepare for winter weather, have an ice scraper in the vehicle.

NEVER let the vehicle run in a garage! Modern vehicles only need 2-3 minutes to reach full operating temperatures even in winter; don't leave your vehicle idle anywhere.

And always **BUCKLE UPI**

When at home:

Turn the thermostat down when not at home and at night. Wear a sweater.

Open drapes on sunny days and close drapes and curtains at night.

Keep the freezer and fridge closed as much as possible.

Keep storm windows closed and screens stored.

Southeast Region Donates to Victims of Katrina

The Philadelphia MH Division was deeply touched by the recent disaster following Hurricane Katrina. To assist in the disaster relief efforts, **Pearl Bronson, SILC**, had an idea of making clothing donations to those who were relocated to the Wanamaker building in Philadelphia. Everyone thought the idea was great and offered to lend a helping hand. A drop off point for the clothing was located and flyers were developed and passed out to the entire Southeast region seeking their support. The response was so overwhelming that more than one drop off per week had to take place. **Lynette Purdy** and Pearl Bronson dropped off the first donations on September 9, 2005, at the Salvation Army drop off center designated to accept donations for the

people who were displaced. Additional bags of clothing started to pour in as well as care packages of hygiene supplies and new clothing articles. Ten additional large bags of donations were collected by September 13, 2005. Of particular need were winter coats and other cold weather items which also were donated in abundance. We want to thank everyone who joined us in donating for this needy cause.



Pictured left to right: Pearl Bronson, Michelle Dean, Erica Washington, Olajide Olubunmi

Consumer Graduation Ceremony

On June 23, 2005 the Mental Health Division in the Southeast celebrated the accomplishments of the consumers with a Consumer Recognition and Graduation Ceremony. The event, held at Carousel House in Philadelphia, was decorated in blue and white tablecloths and balloons. A catered lunch and background music added to the atmosphere. Graduates were all honored with flowers and all consumers

were recognized for at least one outstanding accomplishment during the past year. The event, which was attended by consumers and their families, Step By Step counselors, **Joseph Hartnett, Vice President Operations/Southeast**, **Robert Hintze Executive Vice President Operations/COO**, and several county representatives was very well received.



Albert A. and Leah Rarig-Albert

Multicultural Awareness

"The more you know, the more you know that you don't know!!" Nothing can be more true when discussing the area of cultural awareness. Many employees have experienced the one day training orienting participants to the world of culture. The Step By Step trainers are actively developing next steps to help employees to continue to grow in cultural awareness and multicultural communication, and regions are looking for ways to implement this knowledge.

Ray Pulcini, Assistant MH Service Director in the Northeast Region, is skillfully chairing the training team and the

Steering Committee to ensure that the next steps are well planned and have the same level of quality as the present training. The team currently has two goals, 1.) to increase the number of in-house trainers, 2.) to create another training for staff who have already attended the 1st cultural awareness training.

Knowledge alone will not improve services though. The implementation of the knowledge is what makes the difference. The Lehigh Valley Mental Health Services started looking at services by reviewing the intake process. Since first impressions can make or

break a consumer's experience, the Region chose the intake as the first essential change. The most important changes occurred on the intake forms. Asking open ended questions about the person's view of their health and supports, allows the intake process to start with the consumer's terms, not the professional's terms. Services report that the intake process has become much more enjoyable for consumers, and for the staff conducting the intake. Changing the intake process is an important step, but it is only a small step in providing culturally competent services at Step By Step.

Step By Step, Inc.



744 Kidder Street
Cross Valley Commons
Wilkes-Barre, PA 18702

We're on the Web at
www.stepbystepusa.com

Special thanks to the following employees for newsletter contributions: Patricia Blazaskie, Robert Blazaskie, Denise Cavanaugh, Dawn Coolbaugh-Pearce, Christine Coughenour, Joseph Hartnett, Joseph Horter, John Mooney, Sandra Pelleschi, and Janet Romero.

CSP Talent Group

The Community Support Program Talent Group of the Lehigh Valley which provides anti-stigma education to the community about mental illness performed for the Montrose High School on September 15, 2005. 13 members of the group including staff and consumers from Step By Step's Lehigh Valley region as well as consumers from the community and staff and consum-

ers from Allentown State Hospital, traveled north at the request of the consumers and Step By Step Staff of New Beginnings (A Drop-In Center in Montrose). New Beginnings Drop-In Center, located in down-town Montrose, made arrangements with the High School to provide a short, anti-stigma Power Point Presentation and then had the CSP Talent Group perform its cen-

ter piece production entitled "The Wall", The Assembly was attended by approximately 300 juniors and seniors and faculty of the Montrose Senior High School. The presentations were well received and a short dialogue between the members and students ensued. New Beginnings also graciously provided lunch for the CSP Talent Group and a tour of their building.

Network of Care and Supports Web Site

The City of Philadelphia's Department of Behavioral Health and Mental Retardation Services (DBH/MRS) has created a new website which allows for speedy access to information about services and supports in the Philadelphia area. This user friendly Network of Care and Supports website is a resource for indi-

viduals, families and agencies concerned with behavioral health and mental retardation services

The site is a portal to more than 500 service providers in the Philadelphia area. It provides information about behavioral health and mental retardation services, laws, and related news, as

well as communication tools and other features.

To review the website click on to www.philly.networkofcare.org for a tremendous resource that is consistent with their commitment to encourage self-management.