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# The Vision

*Opening the doors to independence and opportunity*



*Over 40 years of excellence*

**Step By Step, Inc.**

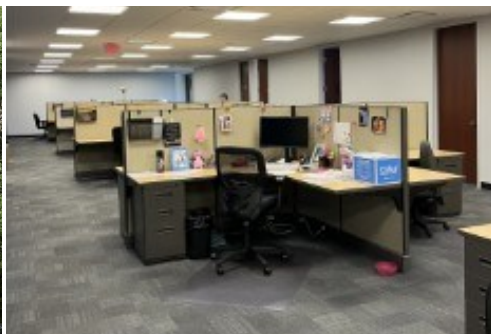


**Newsletter - Summer 2024**

## Western PA Service Division Moves

Step By Step, Inc.'s Western PA service division has a new home! On July 1, 2024, the administrative offices officially opened the doors to 7 Foster Plaza, Suite 400, located in the Greentree area of Pittsburgh. This area was chosen because of its proximity to major thoroughfares and its accessibility from all directions north, south, east and west.

The new space is a nice upgrade over the previous location at Arbor Center, providing more spacious accommodations, including a training room, executive conference room, break room, and a combination of workstations and private offices in a professional setting. At some point soon, it is expected that the Children's services division will move into



space set aside for them as they embark on expansion

activities in Western PA.

As tenants of Foster Plaza, staff has access to several amenities located in the client amenities center in Building 10 at a very minimal or no cost at all. These include a training and conference center with rooms that can accommodate 100+ people, several smaller conference rooms, a café, and a staff lounge. Additionally, building 3 houses a fitness center that is free to employees working out of our Foster Plaza space.

Throughout each month, the proper-

ty management group – CBRE – plans special events for its tenants, including yoga classes, food trucks, blood drives and most recently an onsite car wash and detailing service.

While there are fees

associated with most of these events, they provide wonderful opportunities to get to know other tenants and to become part of the Foster Plaza community.

**Denise Cavanaugh**, Vice President of Operations, shares: "Moving is certainly no small task, and the team here really stepped up to ensure that the move from Curry Hollow Road to Foster Plaza happened as smoothly as possible. While there were a few hiccups along the way, the move was completed successfully, and we couldn't be happier with our new office. We hope you will come visit us soon!"

## Annual Golf Tournament

Step By Step's Annual Golf Tournament took place on August 26, 2024, at the **Huntsville Golf Club** in Dallas, under perfect sunny skies. The event was a resounding success, with 120 golfers participating in the fully-booked tournament.

Throughout the day, attendees enjoyed a variety of engaging activities, including a silent auction, basket raffle, and competitive closest-to-the-pin and longest drive challenges.



We extend our heartfelt thanks to our donors, volunteers, and the

**Jason Willetts**, President of Willett's Tech, presenting the 2024 Golf Tournament Sponsor check to Step by Step's President/CEO, **Eric Lindey**.

**Foundation Committee** for their invaluable contributions in making this event a reality.

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@StepByStepUSA



## TRE Immersion Days



Lehigh Valley visiting Hippo Campus at the TRE Immersion Day to learn about the brain. L-R: Karen Yob (brain stem), Eric Lindey (hippocampus), Jennifer Stophel (amygdala), and Alyssa Durnien (cortex).



Eric Lindey welcomes members of the Northeast leadership team and addresses the importance of TRE Transformation Day as a step in the Agency's TRE transformation.

As an Agency, Step By Step, Inc. is choosing to create change that brings healing. The importance of being **Trauma-informed, Resilience-oriented and Equity-focused (TRE)** is immeasurable for the workforce and for the people receiving services. With this goal in mind, Step By Step is in the process of holding ten **TRE Immersion Days** across the Agency for all members of leadership to attend.

The Agency is committed to ensure every position of leadership is

equipped to share TRE information to and from their teams. Attending TRE Immersion Day is required of all team members who have Supervisor, Manager, or Director in their title or fill that role

Step By Step recognizes the vital role of our Executive Team, Directors, Managers and Supervisors in leading their teams. As the Agency continues to rise to the challenge of change, it's more important than ever for our leadership to reflect on their own self-care and support our

team's self-care from a position of being trauma-informed, resilience-oriented and equity-focused.

The training day purposely activates all the senses of the attendees and provides opportunities to emotionally connect and debrief subject matter throughout the day. This method ensures the participants' hippocampus forms some long-lasting, positive new memories and stores beneficial information to help develop a trauma-informed, resilient and equitable workforce.

## Company Store Coming Soon

Step By Step, Inc. is pleased to announce that it will soon be launching a company store.

An email will be sent to all employees' agency email from Step By Step, giving them access to create an account for the company store. From

there, employees will be able to select their sizing to get a **FREE** Step By Step T-Shirt shipped to a preferred Step By Step location! This offer will only be accessible for a 2-week period from when the email is sent and is only valid to current Step By Step employees. Multiple t-shirts cannot

be ordered on one account for other employees or multiple t-shirts for one employee.

Stay up to date on future apparel and accessories to purchase from the company store through the Step By Step Employee HUB!

## Step By Step's Virtual Night Welcomes Eric Lindey as Its Guest

Each month, Step By Step hosts a virtual Night Club for our overnight staff. **Eric Lindey**, President/CEO, joined the July Night Club as a way to hold an Open-Door forum with the team working overnight.

Members attending the nightclub enjoyed hearing Eric describe his professional journey and stories from

his various roles and positions. Then it was Eric's turn to hear more about the life experiences of our staff. Eric listened as staff shared their thoughts and concerns about the unique features



of working overnights. The timing of staff meetings was a common concern. Staff were able to learn about aspects of the Agency and openly ask questions.

What a great opportunity for our overnight team! Kudos to Eric for volunteering to be a guest.



## Leadership Changes in Lehigh Valley Mental Health Services



Left to right: **John Mooney**, **Kristen Tyrrell** and **Evelyn Robels**.

After more than 37 years as the Lehigh Valley Mental Health Service Director, **John Mooney** chose to semi-retire and move to a part-time position with Step By Step's counseling services in Lehigh County Jail. John also continues a leadership role with the **Lehigh Valley CSP Talent Group**. Step By Step is very fortunate for John's continuation in this new role.

**Kristen Tyrrell** has been promoted to

the role of Lehigh Valley Mental Health Service Director. Kristen began her experience with Step By Step as an Outpatient Counselor. She returned to the Agency in 2020 as a Program Director for the new justice involved services provided in Lehigh County. These services included the start-up and operation of a Long-

Term Structured Residence (LTSR) followed by a new apartment-based justice Involved residential service, and a counseling service in Lehigh County Jail. Kristen is a master's level Licensed Professional Counselor (LPC).

Step By Step is pleased that **Evelyn Robels** joined the Agency as the Program Director for the justice involved services. Evelyn holds a master's degree in criminal justice and brings experience working with substance-use disorders, veterans, and organizing recovery community events.

## United In Mission

In July, the **United In Missions** group accomplished much-needed projects across three of Step By Step's behavioral health sites in the Northeast Region. **Deborah Shilanski**, Accounts Receivable Supervisor, spearheaded the projects. The Trucksville United Methodist Church, where she is a member, hosted the group and Debbie served as a Mission Leader.

The group, between the ages of 13-18, dedicated a week of their summer to serve the Luzerne County Community. Throughout the county, they completed 26 projects for non-profit organizations and individuals in need. The United In Mission group for 2024 totaled 50 youth, who



Left to right: **Debbie Shilanski**, Mission Leader and Step By Step Accounts Receivable Supervisor; **James**; **Audrey Banks**, **Eric Lindey**, Step By Step President/CEO, **Darius**, **Kaleb**, and **Amy Umphred**, Mission Leader, completing improvements at Step By Step's Madison Street site.

came from six different states. The group's goal is to respond to the needs of its neighbors while also providing an opportunity for youth and adults to experience growth through service to others.

At Step By Step's new **Madison Street**

location, they transformed an overgrown courtyard; cleaning it out and planting beautiful flowers. At the **Northampton Street** and **Market Street** sites, they built raised flower beds, setting the stage for vegetable gardens next spring.

This was a truly inspiring group of young people, and we look forward to seeing what blossoms and grows in the years to come. A heartfelt thank you to the United In Missions group, the participating youth who impacted Step By Step's homes, and **Debbie Shilanski**! Also, thanks to **Susie O'Donnell**, Chief Financial Officer/VP of Finance, and **Laurie Kivler**, BH Service Director, for collaborating on the projects.

## Successful Northeast Office Staff Picnic Held



Left photo, left to right: **Chriselle Hoffman, Brittany Kittle, Randall Harmon, and Josh Van Fleet.** Right photo, left to right: **Jayme Ward, Senga Thurston, Brooke Reese, Diane Kendig, and MaryEllen McLean.**

**Josh Van Fleet**, Program Manager, grilled all the hamburgers and hotdogs while the rest of the committee helped with passing out the food and setting up for the BBQ. Approximately 100 people attended and braved the extremely warm June day.

Thank you to the following committee members for their hard work, great food, and a good time: **Savannah David** (Committee Chair), **Debbie Deamer, Scott Gomb, Janine Hennigan, Christelle Hoffman, Brittany Kittle, Debbie McGlynn, Lisa Raub, and Colleen Reese.**

The newly-formed **Northeast Staff Appreciation Committee** held its first employee appreciation event in June with a **Staff Appreciation Picnic** held

on the Kidder Street Wilkes-Barre company grounds. Hamburgers, hotdogs and side salads (potato salad, pasta salad, etc.) were provided.

## Annual Golf Tournament (continued from page 1)

A huge thank you to **Jason Willetts**, President of Willett's Tech, for presenting the 2024 Golf Tournament Sponsor check to Step by Step's President, **Eric Lindey**. Step By Step was also pleased to name **Johnson Kendall Johnson** as our Food and Drink Sponsor. We are so thankful for all our 2024 Sponsors and their ongoing support of our organization's yearly event!

We would also like to extend a special thanks to the stars of the day—our inspiring consumers—who graciously volunteered their time to assist Eric in serving hotdogs to the golfers throughout



L. to r.: Front row, **Barb P. and Roxanne C.** Back row: **Eric Lindey, Denice Warren, Kelly Mercadante, Jennie M., and Tanya McDonald.**

the afternoon. Their heartfelt testimonials about how Step By Step has positively impacted their lives serve as a powerful testament to the mis-



sion we proudly uphold.

Mark your calendars for next year's tournament scheduled for **Monday, August 25, 2025**, at Huntsville Golf Club.

**"If I cannot do great things, I can do small things in a great way." - - Martin Luther King, Jr.**



## Follow These Safety Tips to Help Stay Safe This Autumn Season

Living in Pennsylvania means we have four beautiful seasons and each brings with it its own amazing features. But each also brings their own unique hazards as well. And soon it will be autumn once again— pumpkins and spice, leaves changing to vibrant colors and the wonderful, crisp morning air. However, autumn also brings with it some safety pitfalls that we need to be cautious about. By being aware and vigilant, you'll be able to enjoy everything we love about this time of year while keeping yourself, our consumers and families safe.

**Be Cautious of Back to School Traffic and Pedestrians:** School is back in full swing, which means that there's more traffic on the roads in the morning and late afternoons. And school buses are also on the roadways, making frequent stops to pick up and drop off children. So be extra careful when you're crossing the street and when driving in a 15-mph school zone. Children and adults can quickly run into the roadway, so always stay alert and be on the lookout for speed limit changes and stopped school buses. And remember, never pass or go around a stopped school bus when its lights are flashing!

**Don't be Fooled by Falling Leaves:** The fall is a beautiful time of year—leaves have turned to wonderful shades of brown, yellow, red, and orange and fall to the ground. But



they can pose a serious slip, trip and fall hazard, no matter if you're driving or walking. Leaves can be very slippery, whether wet or dry, so always be extra cautious when driving or walking on them, especially in the rain.

**Get Your Furnace Ready:** This time of year, the temperature starts dropping, especially at night, which means we're starting to turn on our furnace and heaters. House fires are common in the fall because of the change in temperature and the fact that people are turning on their heaters after months of inactivity. Turning them on at the first sign of chilly air without properly inspecting and servicing them can be a major fire hazard. So be sure to get an inspection of your heating systems before operating them.

**Be Prepared For Unexpected Cold Weather:** Autumn also means that the temperature could be hot one day and cold the next. In fact, it could also drop at any minute. Always be prepared, especially if you're going to be outdoors for any period of time or at night. Make sure you have an extra jacket, scarf, or hat on hand or in the car in case the temperature drops unexpectedly. If you don't have an emergency kit in your vehicle, now is a good time to get one before winter starts.

**Wash Or Sanitize Your Hands:** And while autumn brings back some of

our favorite things like hayrides and the many fall festivals, it also brings something we all hate - cold and flu season. If you've recently recovered from a surgery or traumatic injury, one bout with a cold or the flu could set your recovery process back quickly and significantly. Make sure to wash your hands frequently and use hand sanitizer if you can't wash them. Any time you touch a publicly used item, like a railing or door handle, always make sure to avoid touching your face afterward until you can wash or sanitize your hands.

**Make Sure Your Batteries Are Fresh:** Make sure your smoke detectors, carbon monoxide detectors and other important emergency devices are in good working order and have fresh batteries. Make sure you have extra batteries on hand in case of power outages or other emergencies.

**Wear Something Reflective When Walking at Night:** It's starting to get darker earlier at this time of year and even before we get home from work, which doesn't leave much time outside in the daylight. Make sure you wear reflective clothing if you're out at night or carry a lit flashlight to alert oncoming vehicles. Stay on the sidewalks and always be aware of your surroundings.

Enjoy the fall and stay safe!

Property & Risk.



Step By Step Foundation

## Leave a Legacy

*By making a contribution to the Step By Step Foundation*

Your contribution to Step By Step will be used to wisely enhance our education, training, health and rehabilitation services for those in need. Please consider making a gift to the Step By Step Foundation. Opportunities to leave a legacy and commit resources to help the agency continue to

serve those in need are plentiful. And, they can be important components of tax planning.

**Call us at (570) 270-7909 or visit [www.stepbystepusa.com](http://www.stepbystepusa.com) to learn more about charitable giving through the Step By Step Foundation.**

(The Step By Step Foundation is registered with the Commonwealth of Pennsylvania Bureau of Charitable Organizations.)

## Leadership Northeast Graduates

Step By Step is pleased to congratulate **Megan Doblin**, Psych Rehabilitation Supervisor; **Michele Duris**, Accountant; and **Cindy Sherrill**, Fiscal Services Supervisor, on graduating from **Leadership Northeast (LNE)**! Leadership Northeast's mission is to develop informed and committed leaders from all segments of the community who will serve, strengthen and improve Northeastern Pennsylvania. The Community Impact Project component of the LNE brings classmates together to design and execute a project that fulfills a community need. In doing so, the individuals develop leadership skills while positively impacting the community.

As a **Head Start Hero**, Michele, worked with **Luzerne County Head Start** to create a sensory room for all young children who attend the Beekman St. Center in Wilkes-Barre. The room provides the children with a safe and calm place to relax and be



Pictured, l. to r.: **Michele Duris**, **Megan Doblin**, and **Cindy Sherrill**.

themselves. While children with autism or those who are on the autism spectrum are the ones who normally utilize sensory rooms, Head Start Heroes and Luzerne County Head Start envision this space being one for children of all abilities.

Megan was a part of the **Let Freedom Ring** project- where they raised funds for and built 20 clay shooting houses for the clay pigeon range at **Camp Freedom**, along with a trail clean-up.

Camp Freedom is a non-profit organization that offers hope and help to veterans, first responders, their family members, and Gold Star families, on a pathway of recovery. They strive to keep families together through peer-to-peer interaction, camaraderie, and outdoor activities situated on a 2,350-acre property in Carbondale, PA.

Cindy participated in the **Hearts for Hope** team, with a goal to raise awareness for **Volunteers of America's Give Hope** program, and provide our unhoused neighbors in the community with support and essential supplies to ensure their survival. The Program improves service connections for individuals experiencing homelessness and housing instability, especially those with accompanying mental health concerns and/or substance use disorders.

Awesome job, Megan, Michele and Cindy! Your successes don't go unnoticed and are truly inspiring!



*Celebrating over 40 years of excellence*

**Step By Step, Inc.**

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**We're on the web at**  
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