

Employee Newsletter

Dear UCP Team,

With more and more individuals and families seeking services in the Central Phoenix and East Valley regions of the County, UCP has explored opportunities to expand to strategically located neighborhoods and communities. Through the generosity of Circle K, who are providing lease payments through April 2017; a new UCP Downtown located at Roosevelt at 7th Street, Phoenix, AZ, is scheduled to open in late February 2016. This location provides an ideal opportunity for UCP to outreach into the central city community to develop programs so that more children and families, especially those who are low to moderate income, can receive the services they deserve. These services include:
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OUR UCP ELVES

What an event! More than 100 children and their families spent the morning participating in crafts, cookie decorating, story time and of course, a visit with Santa. The event was overwhelmingly successful, well-organized and provided a great opportunity for children to experience the magic of the Holiday Season. This event could not have been possible without the help of our fabulous volunteers, each person working at *Breakfast with Santa* displayed enormous love and compassion to ensure that our children had the best time ever!



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ABOUT UCP DOWNTOWN

Clinic Therapy Services: UCP Downtown will provide clinic based Therapy Services that include Feeding Therapy, Physical Therapy, Occupational Therapy, and Speech Therapy for children ages early infancy to 12 years of age. The objective of this program is to provide rehabilitative services for children with disabilities.

Home and Community Based Services (HCBS): HCBS is available to both children and adults being served by the Arizona Department of Economic Security, Division of Developmental Disabilities (DDD). The objective of the program is to provide highly personalized, attentive and well-trained care in three main areas of service: Attendant Care, Habilitation, and Respite in the consumer's home and/or community.

At UCP Downtown, we are committed to being fully engaged with the community and local neighborhood by providing the following: UCP is a leader in the community when it comes to providing parents and caregivers with the information and resources necessary to support individuals with disabilities. To assist local families, we will provide quarterly educational seminars that are culturally and linguistically appropriate.

These seminars will address common concerns that include access to health care and resources, Supplemental Security Income (SSI), support services through DDD Vocational Rehabilitation Services and the Arizona Health Care Cost Containment Services (AHCCCS).

Imagine an art venue in downtown Phoenix specifically dedicated to artists with disabilities. At UCP, we provide services to many talented artists who happen to be participants of our Day Treatment Program. UCP Downtown is the perfect location for these up and coming artists to showcase their work on First Fridays and through collaboration with the Roosevelt Row Arts District.

Finally, we will offer the UCP Downtown's Community Room, for use by neighborhood groups to meet on a quarterly basis. The offer extends to groups that are focused on enhancing their neighborhood, providing positive activities and events or crime stop information.

UCP is very grateful to Circle K and the many partners who have joined us to build UCP Downtown.

[More info at UCPDowntown.org](http://UCPDowntown.org)

Sincerely, Armando



AFTER HOLIDAY PARTY



For those in attendance of the party, you can agree that it was one to remember! Fun casino gaming, a terrific DJ, and lots of cool raffle prizes. Thanks for being there :)

UCP MISSION SPOTLIGHT

The great poet Henry David Thoreau once said “ Go confidently in the direction of your dreams! Live the life you’ve imagined” UCP Member **Harriet Cherie Long**, has done just that. Harriet, who has received HCBS services from UCP for approximately 12 years has not let her cerebral palsy limit her abilities to live a purposeful life. With her provider **Doug Fromm** by her side, they are inspirational as they live their lives in service to others and daily share their gift of prayer. Harriet and Doug recently graduated as chaplains from Dream City Church. As chaplains they visit hospitals and other places needing prayer and they become prayer warriors. Harriet, who is independent and communicates effectively through text or e-mail, hopes to one day be a chaplain pastor for person’s with disabilities.

And if that is not amazing enough Harriet is also the author of 5 Inspirational books, of which the most recent, *Prayer Thoughts* published in November 2015. You can find Harriet Cherie Long’s book on Amazon Kindle.



UCP’S NEWEST PARTNERSHIP



Another exciting new partnership for UCP! **Premiere Airport Food Service (PAFS)**, who will be selling water bottles with UCP’s label reading “ Empowering people with disabilities to live a life without limits” at Sky Harbor Airport. UCP will be receiving 10 cents of each bottle sold, currently 240,000 water bottles have been ordered.

If you are ever at the airport please visit the below locations to pick up your UCP bottle water:

Terminal #2

- Premiere To Go
- Paradise Bakery and Cafe
- Barrio Urbano
- Copper Plate - an American Grill

Terminal #3

Paradise Bakery and Cafe - lobby area

Terminal #4

- Paradise Bakery and Cafe - by gates C15
- Ziegler's New York Dept. - by gates B10

AROUND THE PROGRAMS

Every program celebrated the holidays with tons of food, fun and a lot of love.

For Thanksgiving DTA, DTT and ELC had a Thanksgiving feast where they invited family and friends to participate in the festivities. All events were high in attendance and reported to be a huge success.

In DTA- In October the DTA visited the Phoenix Zoo. Everyone enjoyed seeing the exotic animals and taking in the sights and sounds of the zoo.

In November the DTA visited the Penske Racing Museum for the first time.

In December in addition to hosting the annual Holiday Party where family and friends came to enjoy treats made by the food club and were treated to a visit by Santa,. They also had a New Years Party to usher in the New Year.

December was also a great month as members got to experience the Heard Museum for the first time!

In January DTA had the opportunity to visit the Scottsdale Center for the Performing Arts and see the play, "Mary Poppins", performed by the Detour Theatre Troupe. The Wells Fargo Museum is also on the "to go list" later this month. Another first time trip!

Next month is the annual "Sweethearts Dance", an event everyone looks forward to.

In DTT- Mr. and Mrs. Santa Claus visited DTT December 23 during our members' Holiday Party. Members enjoyed the visit and prepared cookies and treats for Mr. and Mrs. Claus. Members received a gift from Santa and were able to spend time visiting and taking pictures.

Each Monday DTT has been fortunate to have Lorena Hernandez provide Music Therapy in each of our classrooms. Lorena uses music as a method of helping our members learn skills in socialization and a means of expression.

In Therapy- Exciting times are approaching the Therapy Department! Just last week, eight UCP occupational and physical therapists completed a training required to participate in a National Institute of Health clinical trial. UCP considers it an honor to be part of this study along with Phoenix Children's Hospital and Tucson Medical Center. The study's aim is to show the value of intense therapies early in life. The training also provided UCP staff with 30 hours of continuing education. Some highlights of the weekend were the opportunity for therapists to observe 4 children under 1 year of age play side-by-side to analyze child development. The therapists were also able to use the perception-action techniques that they learned with many different children.

Help us spread the word to any families who would be interested in the trial, we are seeking children with spastic CP between 12 and 36 months of age. Contact Laura Young for more details.

LEARN ABOUT THE QUALITY ASSURANCE (QA) COMMITTEE AT UCP



Meet Laura Zilnik and Katy Moon, co-facilitators for the newly formed UCP Quality Assurance Committee. Laura is the Manager for the UCP Therapy Clinic, while Katy serves as the Director of the UCP Early Learning Center. Both Laura and Katy are great leaders who bring enthusiasm and a millennial perspective to creating accountability at UCP. We've asked Laura and Katy a few questions about the important work of the Quality Assurance Committee.

Katy, how did the Assurance Committee get started?

The Quality Assurance committee was created out of the need for clarification and consistency amongst UCP policies and departments. Once multiple Departments noted this need, it was just a matter of pulling together representatives from each department to represent the questions and needs of the department.

Laura, how did you become involved with the committee?

I volunteered to join the committee when it was discussed at an agency meeting I attended as a new employee. I was excited to learn more about UCP and wanted to be a part of positive changes here.

Katy, how much time commitment is needed to participate and how often do you meet?

The QA committee meets as a whole monthly. There are subcommittees that meet in between to focus on specific policies and procedures. The time commitment varies month to month depending upon the topics for discussion, but is no more than a couple of hours a month.

Laura, what does the committee do exactly?

We do everything from discussing needed changes in current policies, revising agency

reference documents, review procedures, review laws and licensure requirements, and much more! The committee is made up of UCP staff from every department and program, and everyone has different ideas and perspectives to bring to the group. Often times, a topic of discussion at one meeting will lead to subcommittees and future topics to discuss. The end result of many of these meetings are clear and concise policies and procedures and helpful tools for all of UCP.

Katy, once the committee approves a policy what happens next?

Once a policy is approved, the policy is submitted to Armando for final approval prior to implementation. This ensures that all changes are in line with UCP's mission and core values.

Laura, can any employee suggest a policy?

Yes! the QA committee members are representatives of their departments, and we all bring ideas to the meetings that may come from any staff member we interact with. Any UCP employee may have an experience which highlights the need for a new policy or the revision of an existing one. If a UCP employee has an idea that could make us a better place, we welcome suggestions! Employees should talk to their supervisor or manager if they have a policy suggestion for QA to discuss.

Laura and Katy, what have you learned, or what has surprised you about working on the committee?

Working with the Quality Assurance committee has really shown me how invested everyone is with the success of UCP. It is amazing to see so many individuals come together to work towards ensuring quality for employees and the families we care for.

I have learned that UCP has a amazing group of employees all with great ideas, and we can accomplish a lot that benefits the entire agency when we work together. Every QA member wants UCP to continue to be a great place to work, and that translates to the families we serve receiving the highest quality of service.

UCP AND GOODWILL

On January 28th UCP and Goodwill of Central Arizona partnered up at a local hiring event to find great talent and put great people to work. From this event 5 potential new employees were recruited to join the UCP team in the coming weeks.



HAPPY ENDINGS

This testimony was written by Melinda Campbell, she wanted to share her experience when soliciting a donation for cookies that would be part of the Breakfast with Santa this past Christmas. Thank you Melinda for your willingness to always help out!

“When I asked Sharman Hickman (Hickman Eggs) if she knew of anyone that would be interested in partnering with UCP by donating 15 dozen cookies she would be more than happy to provide suggestions and contacts. She contacted the Millennium High School Culinary Club and they sprang into action! So the “MHS Project Cookie for UCP” was started. The high school had a stumbling block, how to obtain the ingredients? Sharman asked a few stores in which she provides eggs for, if they could provide the ingredients. Unfortunately she received a “no”. Ouch. Thankfully, the director of the club, Tina Burt said “don’t worry, we got this.” Additionally, a wonderful organization called The Honey Foundation stepped up and is presenting the MHS Project Cookie for UCP participants with a certificate for their random act of kindness. The students and faculty of Millennium High School truly showed their holiday spirit to UCP”.

MLK DAY



Members of the DTT 18-21yr old classroom learned about Martin Luther King and the civil rights movement. In honor of Martin Luther King Day, members of the DTT 18-21yr old classroom made a poster of a famous poem from Martin Luther King.

“I can change the world with my own two hands.
Make a better place with my own two hands.
Make a kinder place with my own two hands.”

Members then asked if they could present the poster as a gift to CEO, Armando Contreras.

UPCOMING

Volunteer Opportunities

| | | |
|---|-------------------------------------|-----------------|
| DTA's Valentine's Sweetheart Dance | Friday, February 12 th | 5:30pm—10:00pm |
| Storyfest Family Fun Event | Saturday, February 20 th | 9:30am— 1:00pm |
| Circle K Desert Classic Golf Tournament | Tuesday, March 15 th | 5:00am— 2:00pm |
| UCP's Fun, Run, Walk, & Roll Race | Sunday, March 20 th | 6:30am— 11:30am |



UCP Family Dinner Night at Federico's Mexican Food

Wednesday, February 3, 2016 4:00pm – 9:00 pm

37th Avenue and Happy Valley Road Location Only!

Bring your family and friends to enjoy some delicious food while supporting UCP. Federico's will generously donate 20% of your purchase to UCP.

FEBRUARY BREAKFAST POTLUCK

February 3rd 9:00– 10:30am

Mark your calendars and attend the employees quarterly potluck at the Dozer Center breakroom.



WIG Update Meeting

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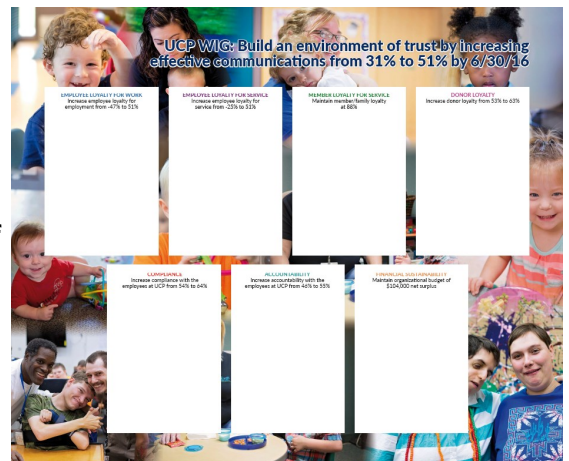
Scoreboard Update

Wed, February 17th 10:00– 11:00am DTT Conf Room

All employees are encouraged to attend this meeting to learn about the WIG and its most reason developments.

Remember the WIG for the year is: Build an environment of trust by increasing effective communications

From 31% to 51% by 6/30/16



UPCOMING

Circle K is supporting us once again with their annual Desert Klassic Golf Tournament .

Get this, the goal is to raise 1 MILLION DOLLARS from this event alone!

The Desert Klassic is such a huge event that this year it will be held at the Wigwam where they are accommodating us with 3 courses since the sponsorship demand is so high.

The Johnson Family, Thomas, Richard and Tina will be our Ambassador family, they will be giving a testimony to all the participants present at the tournament.



Calling all UCP employees! Join us for a Sunday Funday on March 20th at the UCP Fun Run, Walk and Roll.

Form a team of fellow coworkers, friends or family, pick a theme, put your running gear on and come on out to Kiwanis Park in Tempe.

If you are not interested in running/walking you can still support just by showing up, bring your strollers and your pets. There will be plenty of entertainment for the whole family. Including a Health & Wellness Expo with over 30 nonprofits and businesses, food, inflatables for the kids, and the one and only Baxter from the D-backs.

Follow this link to register today. If you want to form a team, and want to arrange payments contact Paul.

[http://raceroster.com/
events/2016/6033/2nd-
annual-ucpbr-fun-run-walk
-and-roll?
aff=BSWBP&aff=BSWBP](http://raceroster.com/events/2016/6033/2nd-annual-ucpbr-fun-run-walk-and-roll?aff=BSWBP&aff=BSWBP)

Take advantage of early bird pricing and register before February 21

If you want to learn more or have questions about the event, contact Paul in the Development department. He will guide you along the way.

We are encouraging our staff and families to be part of this great event, it's a fun day to support and celebrate the people we serve. Let's make the UCP Run one to remember.

We are shooting for 500 participant! Help us reach that goal!!!



6th ANNUAL CHAMPIONS IN LIFE NIGHT

Fall, 2016 Stay tuned for more info

CURRENT JOB OPENINGS

Full Time DTA—Direct Support Prof, Driver

Full Time DTT—Direct Support Prof, Driver

Part Time DTT—Direct Support Prof, Driver

ELC—Teacher - Preschool (3-5yr classroom)

HCBS - Provider

THERAPY— Physical Therapist— Clinic/Home

THERAPY- Speech Therapist

**UCP will be closed the following days in observance of the HOLIDAYS!!!
February 15th and March 25th**

SAVE THE DATE: New Hire Orientation will be Wed February, 10 from 10am– 12pm .

UCP WELCOMES OUR NEWEST ADDITIONS

In an effort to enhance effective communications at UCP, we would like to introduce the newest members of the team hired in the months of October, November and December 2015. If you see them around, please welcome them to the UCP team.

NEW HIRES IN ADMINISTRATION

CHERI PENICK 11/2/2015 Billing Specialist

NEW HIRES IN ELC

JESSICA RATCLIFF 11/9/2015 Teacher

NEW HIRES IN EI and THERAPY

| | | |
|----------------|-------------------|----------------------------|
| JENNIFER CONTI | rehire 11/6/2015) | Physical Therapist |
| TARA BRUNSON | 10/13/2015 | Admin Asst |
| LAURA YOUNG | 10/20/2015 | Admin Asst - Therapy |
| PATRICIA KURTZ | 11/2/2015 | Physical Therapist |
| KAREN KAMM | 11/2/2015 | Speech Therapist |
| LYNNE OSWALD | 11/4/2015 | Admin Asst |
| MARNIE MADDEN | 11/9/2015 | Speech & Feeding Therapist |
| DIANA THIES | 12/1/2015 | OCC Therapist |

NEW HIRES IN HCBS

| | | |
|------------------------|------------|----------|
| AMANDA FREIN | 10/6/2015 | Provider |
| ASHLEY HIGBEE | 11/18/2015 | Provider |
| STACEY MCDONALD CHAVEZ | 11/24/2015 | Provider |
| PATRICIA CHAVEZ | 11/24/2015 | Provider |
| EVELYN GARCIA CHAVEZ | 12/29/2015 | Provider |

ARE YOU TAKING ADVANTAGE OF THIS NEW EMPLOYEE BENEFIT?



Order and pick up groceries on the same day

How it works

- Order your groceries online
- We'll do the shopping
- Receive your groceries at the UCP parking lot & loaded in your car



\$10 OFF YOUR FIRST ORDER WITH CODE GETITNOW AT CHECKOUT.

As of December, UCP and Walmart have partnered for online grocery service to offer free pick up onsite. Temperature-controlled trucks will deliver fresh groceries to UCP on Wednesday's from 4-6pm.

This awesome new service will save you tons of time and money and its FREE.

Here is what some employees are saying about the service:

"If you're not using this service you're crazy, you can't put a price on the time it saves you!" - Dionne, HR

"This has cut off 1-2 hours in my week. As I keep adding to my "favorites" shopping list going on the Walmart site, I'm sure I will save even more time! Having this service is as good as a Christmas present!" - Valerie, EI/TX

"At pick up, the staff were so friendly and accommodating." - Sharon, DEV