

Recent Events

- UCP's annual Spring Dance was held on April 14th. This year we had over 100 in attendance and raised \$400 in donations!
- Bridges employees participated in the 15th annual Walk for Autism on April 30th. The walk raised approximately \$69,650 for the Maine Autism Society.
- UCP's annual theme week was held on the week of May 8th – 12th.
- ELC's biannual yard sale took place on May 20th and raised \$1,276 for the resident benefit fund.
- ELC residents, families, and staff feasted on pulled pork, played lawn games, and scored door prizes at their luau themed Spring Fling on June 10th.

Upcoming Events

- Bridges Graduation: August 18th
- UCP Staff Appreciation Day: August 24th
- ELC Camp Capella Trip: September 2017
- ELC Fall Frolic: September 23rd
- DSP Week: September 10 - 16
- Environmental Professionals Week: Sept 10 - 16

Pumpkins in the Park Looking for Volunteers

Our 15th annual trick-or-treating event is growing and we need some helping hands. Whether it's assisting with setup, selling tickets, supervising kids in the bounce house, painting faces, keeping traffic flowing, making popcorn, or working the photo booth. Pumpkins in the Park is only possible with the kindness and support of our volunteers.

This year's event will be held on Sunday, October 22nd from Noon to 5pm at the Anah Shriners on 1404 Broadway in Bangor. Your help would be appreciated at any point throughout the day.

If interested, please contact Jonathan Smith at 941-2952 ext. 218 to sign up and for more information.

Agency Wide Update

Marianne Berube
Director of Operations

Over the last several years, we at UCP of Maine focused our efforts to attain consistent, excellent performance in four key areas: People, Clinical, Operational and Advocacy. Some recent examples of what has been happening in each of these four areas at UCP are:

People Excellence – We recently conducted an Employee Satisfaction Survey to identify improvement opportunities. We were pleased to have 81% of staff participate in this voluntary survey and our management team is currently identifying action plans for each department to make UCP an even better place to work! Our people are our most valuable asset, so it is important that we focus our efforts on employee satisfaction and retention.

Clinical Excellence – We continue to bring high quality training to our staff. Most recently we had more staff participate in another round of Motivational

Interviewing. We know that highly trained staff leads to improved client success and clinical excellence.

Operational Excellence – We continue to look for ways to improve our operations and lower operating costs at UCP. In the month of June, we implemented a new time and attendance system for all UCP employees. Previously many programs were still recording worked time on paper time sheets, so the time-savings for staff that will be gained with this new system is expected to be significant and we look forward to being able to use that time for more meaningful purposes that advance our mission.

Advocacy – We continue to advocate for our clients' needs at the local and state level. In the past year, Scott Tash, CEO and others in the organization have participated in state generated studies, they spent time both locally and in Augusta talking with representatives about the potential impact to clients from proposed rate and rule changes to our programs. Most recently, we have been working with others in the state in providing meaningful and urgent communications around the impact of proposed budgets. Advocacy for our clients is an important part of our work and we are honored to be able to do so.

Employee Spotlight: Teresa McCann

Renee Cunningham
Human Resources Specialist

This month we'd like to introduce you to Teresa McCann, Human Resources Specialist. In August, Teresa will be celebrating 12 years of dedicated service to UCP. A native of Maine, Teresa took to the road at the age of 20 on a solo journey to the West Coast. After living in California for almost a year, Teresa hit the road again – this time headed for Florida where she picked up family and headed back to the Bangor area where she's lived ever since.

Teresa started her journey with UCP of Maine as a Direct Support Professional in our Section 21 Waiver homes where she says some of her favorite moments took place supporting the residents. After that, she moved to our main offices as the Employee Scheduler and took on the responsibility of scheduling trainings for all of UCP of Maine's employees. During that time, she also provided much support to UCP's front office. Her experience scheduling trainings led her to her current role of Human Resources Specialist with a focus on Training & Compliance which she's been in for the past 4 years. In this role, Teresa is responsible for making sure that all 229 of our employees are up to



date on the trainings required for their role and that we have all of the documentation required in order to be in compliance with the many state agencies to which we're accountable. She also works with the trainers on scheduling all of UCP's training classes and if that weren't enough, she is a trainer herself and is responsible for training all of our new Direct Support Professionals. Lucky for us, Teresa has the organizational skills of a super hero! Teresa says that what she loves most about her job is the people she works with and the times when the children from the Bridges program visit her office – especially on Halloween when they're all dressed up.

Teresa has a creative side and in her spare time, she enjoys writing poetry and doing crafts. She also brings this creative side to the Human Resources team meetings with fun and inventive exercises for the team to do such as word searches and quizzes.

Teresa's endless efforts to make sure UCP stays in compliance and our staff is current in their trainings so they can provide the best services possible to the adults and children that they support are greatly appreciated and we're so glad she's part of the UCP team!

Featured Department: Case Management

Andrew Cassidy

Administrator, Elizabeth Levinson Center

Our featured departments this month are Children and Adult Case Management and Behavioral Health Homes. The Adult Case Management (ACM) department has eight case managers that serve about 215 individuals. The Children's Case Management (CCM) department has seven case managers who also have blended roles as Health Home Coordinators in the Behavioral Health Home (BHH) department. This group is currently serving about 150 children.

Case management is about connecting our clients with community resources and supports that are sensitive to the needs they have. The Case Manager (CM) establishes a relationship with the client and helps identify what needs the client has. Once needs are determined then goals and objectives are established and work begins. The progress is monitored and there is a continuous feedback loop between the client, the case manager, and other providers on the team.

One of the big differences between ACM and CCM is that ACM is an entitlement service for adults with an autism spectrum diagnosis or an intellectual disability. Once an individual is found eligible for the service they can receive it for life. But with CCM, it is needs based, and clients are discharged after needs have been adequately addressed.

In both ACM and CCM, something CMs often do for families is attend appointments with their clients. This allows the CM to get information that is helpful in developing treatment goals for the client while providing support to the family. In some cases, the CM can serve as a kind of translator to help the client and family understand technical or clinical jargon.

There are some really exciting changes happening in the world of case management including the inception of the Behavioral Health Home (BHH) model of case management, which was launched in 2014 by Maine's DHHS. BHH is a model that seeks to fully integrate the medical and behavioral needs of clients to honor the "whole" person. The medical and behavioral needs of an individual are like wings of a plane. You need both wings to fly.

UCP has been a leader championing the BHH model in Maine. Our group has been asked to help other organizations with their BHH programs. We have been asked to speak to large groups about the model and to participate in a statewide steering committee. Our team is on the cutting edge which is exciting for UCP, this helps us to have a great reputation with our referral sources.

BHH is not actually a place. It is a team of providers that includes a nurse, psychiatric consultant, medical consultant, peer support specialist, and the case manager all working together for a common solution. The Peer Support Specialist (PSS) is a very unique role. This individual comes alongside the client to offer support from the perspective of someone who has received similar services. Keep in mind not all of these providers are involved in every case. Rather, they are available as needed to help us understand and address complicated medical and behavioral situations.

What does a "slam dunk" look like in the day of a CM? It would be when we can help our client safely and successfully reach a milestone. An example

would look like this. Recently a client had a serious medical procedure. The facility's medical discharge team developed a plan for discharge. They did not take into consideration several obstacles that the client had including their abilities, supports, and their home environment.

Our client would have been discharged to a dangerous situation that set them up for failure, if not a serious injury or death. The CM was able to intervene and provide important information that the discharge team did not have. Together, the CM and the discharge team were able to modify the plan to ensure safety and success for the client. It was an awesome display of professional advocacy and collaboration to benefit our client. That is a slam dunk!

A special thanks to Jonathan Smith for providing the information for this article.

WANTED: CNAs



UCP OF MAINE IS NOW HIRING!

UCP of Maine has immediate openings for **per diem, part time, and full time CNA/DTA's** at the Elizabeth Levinson Center! Day, Evening and Night Shifts are available. The Elizabeth Levinson Center is an intermediate care Facility for medically fragile children and adults with significant cognitive and medical needs. **Qualifications:** High School Diploma or Equivalent, C.N.A. License, Driver's License for a minimum of 3 years.

Applications are available online at www.ucpofmaine.org
UCP of Maine Human Resources, 700 Mount Hope, Ste 320, Bangor ME 04401
FAX: 207-941-2955 or renee.cunningham@ucpofmaine.org

SUMMER BOGGLE

- The letters in the words must be connected in the same order in the grid.
- The letters can be connected by an edge/corner.
- The word doesn't have to appear in a straight line. It can be tangled around.
- Each letter in the word must uniquely appear in the grid. An example, if the word is ERASE, the letter E must appear twice in the grid. The word can't loop back and re-use the same E.
- Words must be at least 3 letters long.
- Words cannot be a proper noun, such as a name or place.

Find 10 Summer related words

H	S	E	M
I	W	A	T
F	M	O	N
U	L	G	B
S	N	Q	B

Sun, Fun, Golf, Tan, BBQ, Fish, Swim, Flower, Boat, Water

Nurturing Parenting Program Recap

Tanna Jellison
Peer Support Specialist

UCP of Maine staff facilitated a 12 week nurturing parenting group at our ELC facility, from the beginning of March till the end of May. We had 6 families and 8 staff members participate, the children's ages ranged from 3 to 12 years old. Every Thursday night the parents and children would participate in group in adjoining conference rooms and come together for the last half hour. Some of the topics that we covered were sibling relationships, stress, coping strategies, communicating feelings, punishments, grief and personal power.

The children's group used puppets, arts and crafts, songs and games to appropriately cover each topic. The parent group had deep conversations along with homework assignments and family projects. Overall the group was a great success! We all felt very happy with the progress that was made in each family and as a whole. Along with newly developed friendships there was an overall sense of normalcy and connection created for each family that has struggled with raising children with developmental and physical disabilities. You are not alone! We hope to have another group in the near future. **If interested, please contact Jared Dolley at extension 333.**



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