

# Inside YCS

A NEWSLETTER  
BY AND FOR ALL YCS EMPLOYEES



VOLUME 23 | July 2025

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### **INSIDE YCS**

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Cover photo: Sawtelle Learning Center staff

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# President's Message

Dear Colleagues,

At the July managers' meeting, our CFO Frank Bockowski shared that we closed out the 2024–2025 fiscal year erasing a sizable deficit by breaking even, allowing us to start the fiscal year with stronger targets. This was no small feat. It took shared discipline, difficult choices, and a commitment to doing more with less. I'm deeply grateful to all of you who contributed to this effort. The finance and operations team finalized an aggressive budget for the year ahead—one that reflects a continued commitment to building a more sustainable future.



Tara Augustine

While the financial stability of the agency is tantamount, it is only one aspect of what makes YCS a strong and resilient organization. Even more important is our commitment to fostering connection and well-being in our workforce—especially as we support individuals with complex and high acuity needs. I'm glad to share that the Nurtured Heart team has reintroduced the Promising Pathways to Success initiative to help address stress and prevent burnout (p 14). I encourage you to take advantage of these workshops for your well-being.

Since beginning my tenure at YCS, employees have repeatedly asked for a tuition assistance program. I'm pleased to share that, with leadership from Ruthie Harper and the Foundation team, we have secured private funding and officially launched the Gordon Family Trust Employee Scholarship Fund (p21). It is open to ALL employees pursuing professional development, and the deadline for applications for the fall semester has been extended to August 15.

With your support, we can keep moving forward on this positive trajectory and actualize our goal of making YCS a destination workplace and model for other agencies to follow.

Please take time to enjoy the final month of summer.

Sincerely,

*Tara*



# Upcoming Events

## Employee Gift Basket Raffle for the Golf Outing



It is time to put on your teams' thinking caps to compete for the winning basket for this year's silent auction at the golf outing. The basket that receives the highest bid will receive a prize (TBD).

All gift baskets must be dropped off to the Foundation office in Hackensack by Monday, August 25th. If you've got any questions, please contact the foundation team at [heart@ycs.org](mailto:heart@ycs.org)

The addition of raffle baskets by the staff has generated a lot of support from our donors and contributed to the success of the golf outing's fundraising efforts for allied therapies and more.

## Employee Snapshot



*Olivia Oechsner and Asante Dyer*

Olivia Oechsner (Miss Olivia) and Asante Dyer (Mr. AD)  
both TA's at GW School



# Welcome New Employees

## New Employees who completed 90 days by July 27, 2025

Badio, Geraldo Residential Assistant DCF-PCH Phoenix	Dennis, Elizabeth Speech CorrectLang SPC DOE-Sawtelle Learning Ctr	Lawton, Dominique SRT Behavioral Assist SRT - S	Syer, Linnette M. Nurse LPN DDD-Buena Vista
Barnes, Samaad SRT Behavioral Assist SRT - N	Disla, Birmania A. Service Coordinator CBP – Passaic Svc Coord U	Mcclain, James C. Residential Assistant DCF-PCH Phoenix	Williams, Ivory A. Residential Assistant DCF-PCH Malcolm House
Bartley, Khaleem Residential Assistant DCF-CSAP Hammonton	Goodson, Zaire Residential Assistant DCF-IRTS Kilbarchan	Nevarez, Karen Occupational Therapist DOE-George Washington	Wolfson, Emily R. Residential Assistant DCF-IRTS Holley Muller
Benthall, Jahne SRT Behavioral Assist SRT - N	Johnson, Erika J. Residential Assistant DCF-CSAP Winslow	Quinones, Veronica Clinician Fee for Svc DCF-PCH BHDD Estell Manor	
Bronson, Robert Residential Assistant DCF-CSAP Winslow	Kabia, Rugiatu Personal Assistant DDD – Cavan House	Radziszewski, Janis Board Cert BehavAnalyst HealthSvc-Behaviorists-N	
Bruch, Madison Clinician DCF-PCH Sayre	King, Kennedy Residential Assistant DCF-PCH Phoenix	Rego, Theresa A. AP Specialist Accounting & Finance	

"A journey of a thousand miles  
begins with a single step." ~Lao Tzu

# Promotions

*Congratulations!!!*

*Your dedication and hard work have truly paid off.  
Wishing you all the best in this new chapter of your career.*

**Amanda L. Garrett**, Program Director, DCF-PCH Haddon Heights

**Brenna Klesel**, Postdoctoral Psych Fellow, CBP-HMSC Essex

**Ernest Jones**, Shift Supervisor, DCF-PCH Sayre

**Henessys Paulino**, Clinician, CBP-HMSC Union City

## Work Anniversaries

*Congratulations!!!*

### 35 YEARS

**Ann Austin**, Teacher Phys Education, DOE-Sawtelle Learning Ctr

### 25 YEARS

**Chandra Caffey**, Shift Supervisor, DCF-PCH Davis

**La Toya M. Pope**, Nurse RN Manager, HealthSvc-ResidentNurse-N

### 15 Years

**Oluyemi T. Olubodun**, Personal Assistant, DDD-Apts Supvr Thomas

### 10 Years

**Chanae J. Maynard**, Program Director, DCF-PCH IDD Sewell

**Taneisha S. Smith**, Shift Supervisor, DCF-PCH Davis

**Jason Rogers**, Residential Assistant, DCF-PCH Sayre

**Tyrah Wesley**, Residential Assistant, DCF-PCH IDD Camden

### 5 Years

**Kamal M. Johnson**, Maintenance Worker, Facilities - S

**Yvette York**, Shift Supervisor, DCF-PCH IDD Sawtelle Hall

**Samantha Spencer**, Institute Training Dir, CBP-HMSC Essex

**Arilee Francois**, Residential Assistant, DCF-RTC Kilbarchan

# Shoutouts

*To All Our Amazing Employees!*

- ★ **Aja Wallace** was so helpful during the QAPI audit at Wood Haven in July. Aja was sure to sit with us and help explain audit thoroughly, help create action plans, and motivate the program to improve.
- ★ **Al Gregorio** is awesome with the kids at coopers! Keep up the great work!! You are appreciated!
- ★ **Ann Austin:** always making everyone laugh and smile! She's wonderful with the kids and staff. She's always willing to help out when needed. Best gym teacher ever! #aboveandbeyond
- ★ **Barbraha Nelson:** she is always helpful. Makes the room bright and awesome. Team player!
- ★ **Bradshaw Vetterly-** Thank you for always being available and transparent! You rock!
- ★ **Bradshaw Vetterly** for always making sure his region has what they need! We always know if we need something, Brad is just a phone call away and always advocates for the best interests of the kids and staff!
- ★ The entire **Davis House team** is incredible. The residential staff are compassionate and caring, working directly with the youth to support their needs. The admin and clinical team are the strongest advocates for their youth and program. Liz Barry does an exceptional job as a leader in this program and all of the staff are truly amazing.
- ★ **Elizabeth Turres Santiago, Francis Casado and Margarita Perez** for keeping the Newark Campus clean and always smelling good. They clean the youth bedrooms daily, make their beds, fold and put away clothing amongst other tasks.  
The Administrative areas stay sanitized, which includes the bathrooms, offices, Hallways, staff lunch area, Rec Room and Board Room.  
Elizabeth, Francis and Margarita on behalf of the Northern Region DD Leadership We Appreciate all of the hard work you do for the staff and the youth.
- ★ **Emily Miller** has been doing awesome in her new role as Residential Assistant! Thank you for all you do.
- ★ **Ernest Jones** is such a great team player, and an amazing worker and role model for our youth! Keep up the great work!



# Shoutouts

*To All Our Amazing Employees!*

- ★ **Dr. Feigl and Dr. Ernst**, thank you for your ongoing support of the Treatment Home parents and youth. Even with your busy schedules, you always make time for us, and we truly appreciate it.
- ★ **Gary Wright** is a dedicated employee, always willing to assist when needed. He has a great relationship with the 4 men who live at Hilltop, and an especially great relationship with their parents. Gary is a piece of the program who keeps it going.
- ★ To the **entire staff at George Washington school** thank you for making my first year as principal absolutely incredible. Your dedication, teamwork, and humor made every day better—and I truly couldn't have asked for a more amazing group to work with. Grateful for all of you.
- ★ **Isabella Festa and Frank Franceschini**, thank you for helping out clinically at the Sicklerville Home.
- ★ **Isabella Festa**- You are an incredible clinician ! Thank you for all of the hardwork you have done for Woodhaven!
- ★ **Jessica Quinones**- Your diligence and thoroughness with the youth is appreciated! Thank you.
- ★ **Jessica Waters**- You are absolutely amazing! Thank you for all of your help you have been doing in Woodhaven, in addition to being an excellent advocate for the youth!
- ★ **Jessica Waters** is such an exceptional supervisor at Wood Haven. She is thoughtful, caring, and pays attention to detail in her work. Jess W is always trying to help motivate her co-workers, and ensure that her shifts run smoothly. We could never thank Jessica Waters enough for all of her hard work.
- ★ **Jordan Guglielmino** from Davis House is doing an incredible job as clinician! He continues to go above and beyond for his clients, as well as assisting in other areas throughout the agency to provide clinical support! Great job!

# Shoutouts

*To All Our Amazing Employees!*

- ★ **Lamar Yancey** – Thank you for coming in outside of your schedule to assist with taking our youth to appointments!
- ★ **Laura Loray**, APN – Laura who sees our clients at Sayre is a wonderful addition to our team. Laura is always available for consultation and is an asset to the Sayre team! Thank you Laura!
- ★ **Ms. Leona Yolanda Fortson**, who recently retired after serving for approximately 15 years. She worked at Laurie Haven. She showed me the ropes on my first day. She was a Kind and Generous Woman with a Huge Heart. I am grateful to have known her.
- ★ **Madison Bruch**– You have been a great addition to Sayre's clinical team. Thank you for all that you do to for our program and the kids. We're so lucky to have you on our team!
- ★ **Malcolm Rease** is a wonderful leader and CRS! Thank you for all you do!!
- ★ **Mark Scanish** and his maintenance team have been such a help with all the programs! Mark is truly the king of maintenance!
- ★ **Natasia Terry** continues to grow and learn as a CRS at Sayre. Your commitment to our program and support for our staff is unmatched. You're such a crucial part of Sayre and we wouldn't know what to do without you!
- ★ Get well soon, **Ms. Pam Pressley**. You are truly missed at the Somerdale Office! We miss you and your amazing energy.
- ★ **Pfeni Flicker**– You have been so supportive and a great mentor! I truly appreciate all you have taught me since being onboarded as the PD of Woodhaven! You are remarkable!
- ★ **Pfeni Flicker**– Thank you for always being a great support! You're an amazing supervisor, AVP, and mentor. We appreciate you so much!
- ★ **Rachel Tighe** for consistently providing monthly PAC trainings to both our current Treatment Home Parents and our New Treatment Home Parents. Your dedication, time, and commitment do not go unnoticed. We truly appreciate you—always.

# Shoutouts

*To All Our Amazing Employees!*

- ★ **Rashad Loyd** always helps in the various areas he is needed! Thank you so much for all you do!
- ★ **Saniyyah Holt** is an incredible staff member on our team! She continues to help with picking up shifts wherever she's needed and is awesome with the kids!
- ★ **Sayre house on call RAs!** Everyone has been such a help with picking up shifts and it is very much appreciated!
- ★ **Shakida Faniel** always goes above and beyond in her role as a supervisor. Great work!
- ★ **Shanaya Battle** – Thank you for your excellent organizational skills and dedication to our youth and staff members!
- ★ **Taina Montalvo and Ashley Hill** for all of their hard work and dedication to intake! We all appreciate all you do!!
- ★ **Tahjanay Johnson** – Thank you for working so hard with managing as CRS at Davis House.
- ★ **Tahjanay** has done an incredible job with ensuring that trainings are completed in a timely manner, along with scheduling and providing support to staff. Great Job Tahjanay.
- ★ **Tina Devico Price, Luis Mangual and Mark Scanish** for helping to furnish Vineland, Haddon Heights, Sicklerville, Davis House, and Sayre homes. They made our programs look amazing.
- ★ **Treatment Homes staff**, a big thank you for your flexibility and dedication in adjusting to the recent changes in our program. Your continued teamwork and commitment are vital as we work together to improve and revamp the Treatment Home Program.
- ★ **Willette Issac**– Congratulations on your recent promotion to 3rd shift supervisor! You are incredible!
- ★ **Yajaira Samayoa** for always going above and beyond for Treatment Homes. You're making a real difference every single day — and we appreciate you more than words can say!



# Shoutouts

*To All Our Amazing Employees!*

## ★ Staff Spotlight – Coopers Crossing RAs ★

We'd like to give a heartfelt shout-out to the following Residential Assistant staff members for their outstanding contributions to our Coopers Crossing program:

**SRA Zakkiyya Jones, RA Quiana Still, RA Ciera Saunders, RA Tanya Thomas**

Thank you for the care and stability you provide our youth, your strong teamwork, and for always being willing to ask questions when uncertain. Your flexibility, vigilance, and dedication to meeting the needs of our youth do not go unnoticed.

"Our program thrives because of staff like you — who show up with heart, humility, and a willingness to grow. Thank you for being a steady and compassionate presence for our youth."

—Coopers Leadership Team

★ **Nicole Gurovich** for being our GRILL GIRL for our Staff BBQ POTLUCK LUNCH at Montclair Sawtelle Learning Center. We appreciate you so much for stepping up and making this day extra special for everyone.



★ Special shout out to **Jonquea Walker** in SRT for being a 1:1 to take a youth in need out for some much-needed time away from the program. She had a blast at the race track!



★ Summer fun at Clementon Park with the Treatment Homes youth and Clinician Chris! Huge thanks to the **YCS Foundation and TX Homes Mentor Anitra** for planning such great summer activities!"

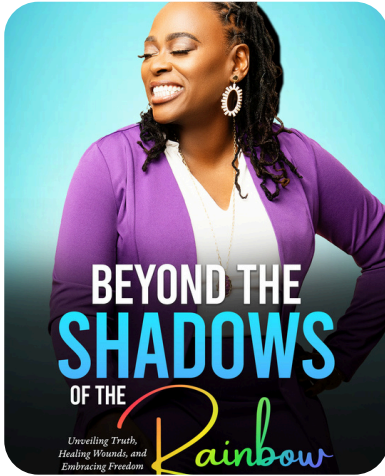


# Milestones



## Professional Accomplishments

*Congratulations! We are so proud of what you all have accomplished!*



Congratulations to Candace Thom-Rogers, MA, LAC, a Holley Center clinician, on the release of her debut book, *Beyond The Shadows of The Rainbow: Unveiling Truth, Healing Wounds, and Embracing Freedom* available on [amazon.com](https://www.amazon.com).

## Get Well

On behalf of the YCS Family, we send Pam Pressley warm wishes for a full recovery and good health.

Pam Pressley, administrative assistant Southern regional office, recently underwent successful surgery to relieve chronic nerve pain that she has suffered with for over a year. She is now home recuperating and doing well and looking forward for physical therapy to begin in August. She appreciates all of the prayers and well wishes and looks forward to returning to work soon to personally thank everyone.

## Condolences

### Teresa Hernandez



On behalf of the YCS Family, we extend our sincerest sympathies to Andres, Damaris, Rafael, and Pete Hernandez and Olimpia Bright on the passing of their beloved sister, Teresa Hernandez on July 19, 2025. In her obituary Teresa was described as having "a special way of connecting with people, reminding others to appreciate life's simple joys and to lead with kindness."

# Happy Birthday!!

## July Birthdays

Adrian King	Christopher Bertino	Jack Clay	Lindsey Jacobs	Silvia Lizarazo
Aimee Ciaravino	Clarence W. Pierce	Jacqueline Maddi	Lisa Diaz	Soyini Johnson
Alexandra Alvarez	Claudio Bueno	James C. McClain	Madeline Vargas	Stephanie Bastidas
Alexandra Buckley	Dachele Hill	James E. Albright	Mariam A. Salem	Tameka Rogers
Alexandra Dziubek	Danielle Woolery	James Lynch	Mark Robinson	Tamika Walton
Alice Omini	Darlene M. Tyler	JaNasha King	Marlon A. Morris	Tawanda A. Williams
Allison Wilmot	Dayna M. Zatina Egan	Jasmine S. Woodyard	Marven C. Brisson I	Terista Mickey
Alyson Caprara	Diane Nathans	Jeannine Gorden	Mercedes Washington	Theodore Mayo
Andrea V. Lara	Diane Roefaro	Jennifer Barbosa	Natasia Terry	Thomas Stott
Andrew Beckford	Dina Ladolcetta	Jermaine Deas	Ngoc Tran	Todd LaGuerre
Anita Atkinson	Dosty Enrico	John H. Brooks Jr.	Nicole Ballard	Todd Lubintus
Antanette Armstrong	Elizabeth FineSmith	Jordan B. Eglow	Rachelle L. Tighe	Tororris J. Hill
Antonio Rios	Elsa M. Carranza Escobar	Kadijatu Saccoh	Randell White	Tracie D. Bass
Ashia King	Emany Paul	Kajuan Coward	Rayletta Garrison	Troy E. Still
Belinda A. Gomez	Erykah R. Baker	Kamal M. Johnson	Richard L. Camel	Tyriq Kidd
Beth Robinson	Esther King	Kelly Green	Ronda S. Knighton	Uchey E. Onwunali
Bianca Dumas	Geneva A. Smith	Lamika Taylor	Roy Espada	Valerie Stella
Carmen L. Gaston-Lopez	Genoveva Blass	LaQuanna Smith-Frierson	Rusheena A. Cuvilie	Walik M. Albright
Casey Burns	Gertrudys D. DeBlock	Larry Ashford	Shekera Witherspoon	Zakkiyya Jones
Chandra Caffey	Ijahnaa Council	Lasha L. Wharton	Sheryl K. Davis-Wingster	
Christian A. Herbert	Ismayri J. Urena Francisco	Latoyia Collins	Sheryll M. Franklin	



HAPPY  
Birthday





# Promising Pathways to Success

## A Shared Journey to Success, Where Your Voice Leads the Way

At YCS, we know that success isn't one-size-fits-all. That's why we're proud to reintroduce **Promising Pathways to Success (PPS)**—a dynamic, agency-wide program designed to empower our staff, elevate our youth and families, and deepen our shared commitment to growth, collaboration, and excellence.

**Promising Pathways to Success: A Shared Journey to Success, Where Your Voice Leads the Way** isn't just a tagline—it's our promise. PPS is built on the belief that every voice matters and every perspective counts. Whether you're working in direct care, clinical support, administration, or leadership, this program creates space for everyone to contribute, connect, and grow.

### What Is Promising Pathways to Success?

PPS is a strength-based, trauma-informed initiative that promotes positive behavior supports, staff-youth relationship building, and a culture of mutual respect and accountability. Originally implemented in select programs, PPS is now expanding across the entire YCS agency—offering **a shared language, a consistent approach, and a unified vision** for supporting our youth and each other.

Through practical tools, guided reflection, peer mentorship, and structured feedback, PPS empowers staff to be proactive problem-solvers and champions of change.

### Why It Matters?

- **Youth Thrive When We Thrive:** PPS gives staff the tools to engage youth in ways that reduce conflict and build trust. This leads to better outcomes for those we serve—and greater fulfillment for those doing the serving.
- **Your Voice = Our Direction:** We're not just rolling out a program—we're building a movement. PPS includes staff-led circles, feedback loops, and collaborative planning so the people closest to the work can guide the path forward.
- **Unified Culture, Stronger Community:** As PPS expands agency-wide, it creates a more consistent and connected YCS culture—where staff feel heard, supported, and aligned in purpose.

### What's Next?

Trainings, resources, and leadership engagement are already underway in many programs. Over the next several months, you'll see more opportunities to get involved, learn, and lead through Promising Pathways to Success.

Whether you're new to YCS or have been here for years, your insight and commitment are essential. Together, we're not just shaping better outcomes—we're co-creating a culture that truly reflects our values.

Let's walk this path together—because the journey to success is strongest when we all have a voice in where it leads.

# Highlights

## Clinical Care Rounds Annual Bonding/Fun Event



Our Clinical CARE Rounds team, Sue Heugey, Kristine Bersch, Caitlyn Scaglione, Pfeni Flicker, and Lissa Captain, did a self care outing with our YCS clinical staff at Palmeras in East Brunswick. We had lunch, did a bowling tournament and some staff did the virtual reality activity. We implemented an annual self-care/staff bonding/fun day event in 2024. Last summer we did a paint and sip ( soda) activity with an outside artist that is a vendor and had a nice lunch for our self-care day. This year we decided to actually go out for the activity. It was fun.

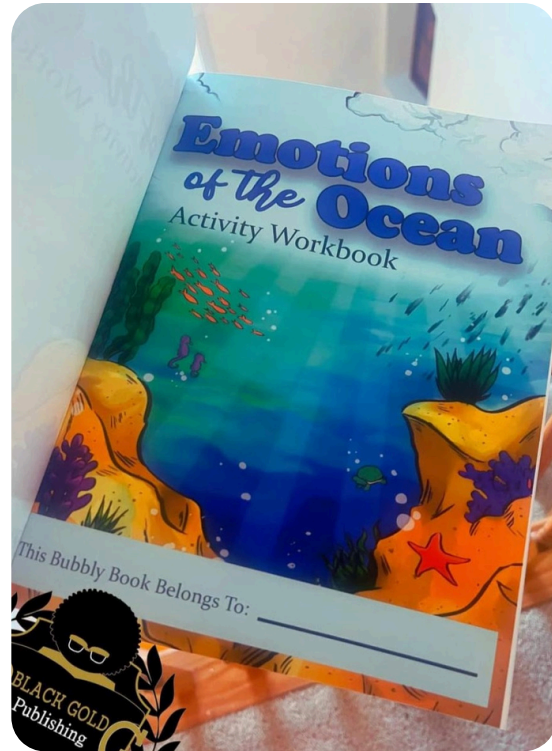
Sue Heguy, LCSW  
Clinical Supervisor, Holley Center  
Director of Student Services & Professional Development  
George Washington School

# Highlights

## Emotions of the Ocean Clinical Group



Tania Isley-Robinson



The first week of July was the launch of the "Emotions of the Ocean" series of psychoeducational and clinical groups for our youth at the Holley Center, Muller IRTS unit. For those of you who don't know, our Case Manager Tania Isley-Robinson is the author of the Emotions of the Ocean book/workbook.

This book is full of sea creature characters that have personalities and mental struggles similar to our youth. Over the next few weeks, the youth will get to know each characters and through the psychoeducational and clinical groups, they will get a better understanding of their own mental and behavioral struggles.

This series of groups will culminate with a visit to the aquarium. Super excited for them!



# Highlights

## July 4th Cookout at Cavan House for Northern Region DD and DCF Homes





# Highlights

## Nick's 19<sup>th</sup> Birthday at Lawnridge



Todd Lubintas  
Shift Supervisor

## A Trip to the Bronx Zoo!



**Leidy Gomez**, House Manager, took both of her programs, Thomas House and Morris, to the Bronx Zoo.



# Highlights

## Weekends at Malcolm House



Weekends at Malcolm are for self-care & makeovers, block parties, exploration, and dancing! Supervisor Shaneika Fortenberry finds tons of free activities for the kids to do on the weekend and makes sure they get out as much as possible.

# Agency Updates

## YCS AUDIT OLYMPICS - 1st Cycle 2025

Residential Service/Program			EOC		
Adult IDD					
GOLD	Toledo	100.00%	GOLD	Cavan	100.00%
SILVER	Buena Vista	96.79%	GOLD	Toledo	100.00%
BRONZE	Pearl	96.25%	BRONZE	Thomas	98.61%
Youth IDD					
GOLD	Cedarbrook	90.38%	GOLD	CSAP Ham- monton	95.83%
SILVER	Estell Manor	87.23%	SILVER	Cedarbrook	94.20%
BRONZE	Lawn Ridge	82.65%	BRONZE	Camden	93.06%
Behavioral Health					
GOLD	Sayre	97.56%	GOLD	Sayre	98.25%
SILVER	KB RTC & SPEC	95.68%	SILVER	Kilbarchan Campus	96.49%
BRONZE	KB IRTS	95.58%	BRONZE	Phoenix	96.36%

## CCADAC Membership Drive

The Cultural Competence and Diversity Advisory Committee (CCADAC) is looking for new members. YCS employees, participants, and stakeholders are all welcome. The committee meets once a month. If you are interested in becoming a member, please contact Barbara May (barbara.may@ycs.org).

# Agency Updates

## QAPI Update Correction

The following programs have demonstrated compliance for all group topics reviewed for the last 6 months! We will no longer qualitatively be reviewing their group notes.

Clinical	Psycho-education	Life Skills
Sayre	Sayre	Sayre
Sicklerville	Sicklerville	Sicklerville
Muller IRTS	Muller IRTS	Muller IRTS
Kilbarchan IRTS	Kilbarchan IRTS	Kilbarchan IRTS
Kilbarchan RTC and PAU	Kilbarchan RTC and PAU	Kilbarchan RTC and PAU
Sawtelle Hall		Sawtelle Hall

**!Scholarship Application Deadline is August 15!**



**YCS**  
Extending the Reach of Possibilities

**Gordan Family Trust Employee Scholarship**

Education should never be out of reach! Our Scholarship Program is designed to support bright and ambitious employees like you!

**Invest in Your Future!**

**APPLY NOW**

**WHY APPLY?**

Simple application process

A stepping stone to your dream career



Apply Here



# Managers Meeting Bulletin

## Action Items from the July Managers Meeting

**We are sharing these action items so that every employee has direct access to all important communications.**

**Reminder:** If you or your team have any questions relating to UKG, Oracle, Payroll etc. Please refer to the training instructions first. If you cannot resolve your problem with the written instructions, please contact the corresponding department for help.

### Finance Department

**Oracle:** Misbah Rasool has been hired as the Bookkeeper for the finance department. She will assist Finance with audits and address your Oracle concerns. You can contact her directly at Misbah.rasool@ycs.org or Genny Blass at genneyb@ycs.org

**Levels of Service:** Thanks to everyone for your hard work to increase the number of individuals we serve in our residences and other programs. We finished out the year strong.

**Requisitions:** To help you better understand the requisition process Frank has created a flow chart in OFI teams: [https://ycsorg.sharepoint.com/sites/YCSOFI/\\_layouts/15/download.aspx?UniqueId=9b26ab9a-bbbb-4138-84c5-d82af6cb9d46&Translate=false&ApiVersion=2.0](https://ycsorg.sharepoint.com/sites/YCSOFI/_layouts/15/download.aspx?UniqueId=9b26ab9a-bbbb-4138-84c5-d82af6cb9d46&Translate=false&ApiVersion=2.0)

### Human Resources

New modules added to UKG: "Great Places to Work" is the new employee engagement survey platform. Document Manager is a new module, which will be utilized primarily by the HR department.

**Training:** The Training Department will be sending out a new fiscal schedule that outlines the required 20 hours of training per year and provides a month-by-month schedule to follow so that your staff can more efficiently complete all required trainings by the end of May. An average of approximately 2 trainings will be due each month

### August training:

Workplace Violence (DCF/DCF-PCH-IDD/DDD) Person Centered Approach (DCF/DDD) (CARF)

### Practice Integration

**June Clinical Rounds:** There was a dynamic presentation on Play Therapy that received very positive feedback. Please encourage your clinicians and interns to attend these meetings

**Clinical Interns Satisfaction Survey:** The reviews were very positive. They were especially

# Managers Meeting Bulletin

grateful for being included in treatment plan meetings, intern seminars, care rounds, and being a real member of the team.

## Survey Observations:

- Interns observed inconsistencies on how staff handle situations requiring de-escalation.
- Interns expressed a need for clarification as to what they can and cannot be assigned to do at the programs.

A guide explaining Intern responsibilities is being created for the programs.

## Please Note:

- Internships are the pipeline to future employees. We want them to have the best experience!
- Intern supervisors are encouraged to attend their monthly cohorts.
- Clinical Rounds are cancelled for August and will resume fully in September.

## IMS Updates

**Payroll:** There continues to be many timekeeping errors. For the Payroll to be processed on time, it is important that all adjustments needed to an employee's timecard be made before a manager approves their card. Managers—Carefully review each employee's timecard before you approve it.

**Approving notes:** Please be sure that the correct duration of time for each session is reported correctly. IMS has noted many errors.

**UKG:** IMS will be providing "retraining" and a "reintroduction" to the utilization of UKG. IMS noted that we are not optimizing all of its functions.

## IT Updates

**Active User Decrease:** As of July 15, 2025, our agency-wide Microsoft Office 365 monthly active user rate is 91.74%. This represents a 0.84% decrease in the total number of unique active users across Microsoft 365 services compared to the data from June 15, 2025.

**User Adoption:** Please note that all programs are required to maintain at least 85% email utilization to remain in compliance with the Microsoft Office 365 adoption initiative. Staff must access their Outlook email at least once per month to retain active status.

Electronic Equipment: Contact IT [helpdesk@ycs.org](mailto:helpdesk@ycs.org) if you have any old equipment (printers, scanners, etc.) at your program that you need IT to pick up.

**Cell Phones:** When returning a Verizon cell phone from an employee who is leaving the agency,

# Managers Meeting Bulletin

please be sure to get that person's pin number. This will make it much easier for IT to re-issue the phone.

## **BCBA Update**

**ABA Training:** The first virtual ABA training offered in the evening was well attended and met with a positive response. The training lasted for 3 hours. Please note—an employee cannot attend training if they are in ratio at their site.

**Registered Behavior Technician (RBT):** Jacky Maddi met with staff who recently completed the RBT course to comply with a required in-person assessment. The group came well prepared, and the meeting was very informative. Participants also practiced for the Pearson exam that they will take to get their certification. This is an independent, 40-hour online certification course that costs employees \$99. RBT certification is required for RAs in the new Woodhaven I/DD home. Please encourage RAs who work with I/DD clients to take this training. It will enhance their résumé.

Note: You may be able to apply for the Gordon Family Scholarship to cover the cost. YCS tuition reimbursement is not available at this time.

## **QAPI**

**Grievances:** Please review all grievances promptly. 29% of the grievances filed were not addressed within the required one-week time. Our goal is to have 95% of grievances addressed within one week.

**Safety Officers:** Congratulations to the 34 (out of 44) safety officers who received stipends for completing all their paperwork and duties.

**Fire Drills:** Fire drills must happen on each shift, and the fire drills must be placed in ECR. A fire drill not conducted during the proper hours cannot be counted as meeting safety requirements.

**Parent Satisfaction Survey:** Due to the lack of responses received, the survey has reopened. At least 10 additional DCF surveys and eight additional parent surveys from the youth I/DD programs are needed. 35 completed surveys are required to be compliant with CARF recommendations. The survey will stay open until the end of August.

# Managers Meeting Bulletin

**EOC:** Check crawl spaces in storage areas or attics for pests and take care of any pests before they become a bigger problem for the home.

**MARS:** Please be sure to sign off on the MARS and make sure you don't leave blanks on the forms. There have been recent cases where the medication log was not filled out, and the back of the MARS was not signed by the person at the end of their shift.

**PMMP:** Performance Measurement and Management Process - Our goal is to reduce licensing violations across the agency by 10%. In the past 2 years DD has reduced violations by 50% and DCF homes by 33%. I/DD homes saw a slight increase.

## Chaplain Update

If a program participant or any employee is dealing with serious issues of sickness, death, or personal challenges, please encourage them to reach out to Bill Waller the agency chaplain at [chaplain@ycs.org](mailto:chaplain@ycs.org)

## Allied Therapy

There is a new form for all employees or consultants interested in offering an allied service to the program participants. The new process requires a number of steps to be completed before the person can be on-boarded. Here is the link to the application:  
<https://forms.office.com/pages/responsepage.aspx?id=A130IK3suU6xGb3UJmnYxJGLlpzIPnBCoOzNTDkMCDJUQUEwQjhJVEo2WklFNkc5NFhJUUXDR1cxVi4u&route=shorturl>

## Foundation

Thanks to a very generous donor, YCS will now be able to offer limited scholarship funds through the Gordan Family Trust Scholarship. Please look for all the details in the June issue of Inside YCS. Details about how to apply and the application will be available on the Intranet. An email message has been sent out through the Foundation about the scholarship.

## Summer Activities:

- Documentation of outings—The Foundation needs to be able to report back to the donors on how their donations have helped provide fun activities for the children. Please send photos and reports to the foundation at [heart@ycs.org](mailto:heart@ycs.org)
- School is out and we encourage everyone to look at the Office of Monitoring folder in Teams for ideas on how to engage youth meaningfully. It has many activities for staff to use with kids.









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