

Inside YCS

*A Quarterly Newsletter by and for all YCS Employees
November 2020*



**It's Time
for
a Change!
P 10**

Planting Seeds for Success

**Enter
CONTEST!
P 31**


*"To Plant a Garden Is
To Believe in Tomorrow"*

Dedicated with the
United Nations and Association to
Dominick D'Agosta

Chair of the YCS Board of Trustees
for his
Devotion to Young Service & Leadership
in the District of 2020

Those who reach our hearts live in our hearts forever


November 2020

To plant
a seed
is to
believe in
tomorrow




Inside YCS November 2020

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See your fellow
employees in
action on
Program Highlights
P 20-27

Laying Groundwork

For Success

President's Message



Tara Augustine
YCS President & CEO

As we enter the final two months of this very challenging year, I am happy to be able to share with you this edition of *Inside YCS*. It is filled with hope and promise - today and into 2021. We chose the new Dominick D'Agosta Garden at Davis House as the cover, because it is emblematic of many positive changes happening throughout the agency, and what can be achieved when we act as a team. Everyone pulled together from the maintenance crew, to the art therapists, Foundation, Malcolm House and KB IRTS to create a beautiful outdoor space for the youth at our Newark campus.

This spirit of collaboration is reflected in a very enthusiastic project team we've formed to implement a 21st century online time keeping, payroll, and HR system at YCS. It will make all of our jobs a lot easier! (p. 10)

This is just one of five important initiatives that have been

thoughtfully conceived with your best interest at heart. We can only become one cohesive team with one mission if everyone of our colleagues feels respected, valued equally and empowered to become the best person s/he can be. With this as our prime point, we have created the position of ombudsperson. Meet Gina Castro and read about her vision for assisting staff and families. (p 12) You can read about all the other, equally important, initiatives in the "Innovations" section of the newsletter.

As you receive this newsletter, New Jersey is confronting a second wave of the coronavirus. I know you are all anxious and fearful for your own safety and the safety of those you love. Yet, you bravely come to work each day and give your best for the individuals and families we serve. I am truly humbled by your selflessness, and want you to know that the agency is committed to do everything in our power to protect you on the job. In the meanwhile, please remember to vigilantly adhere to medical advice. Frequent hand washing, masks wearing and social distancing are our best defense. With the holiday season approaching, please exercise utmost caution if you plan to gather with friends and family.

We can all get through this together if we act conscientiously and support one another now. I look forward to celebrating our victory over this virus with you in 2021.

With my sincerest wishes for your health and safety.

Tara

Board Chair's Message

After serving on the YCS board for 10 years, I am honored to have recently been appointed Board Chair at our annual meeting. In that capacity, it thrills me to congratulate everyone at YCS on the wonderfully innovative work being accomplished to improve your work life experience and the experience of the children. This newsletter will share many more details of that work, but please know that I and my fellow board members are well aware that these efforts go far beyond the boundaries of your 'job'.

I know I speak for the entire board when I say we are humbled by the great work you all do, day in and day out, even in these unsettling times of the pandemic, to provide earnest assistance to the most vulnerable families. The Board totally supports you and YCS leadership in all you do on their behalf. We thank you.

Stay safe and healthy!

John



John Uzzi
YCS, Inc. Board Chair

Meet our New Employees

Welcome!!

Adegoke, Abiola O.
PA, Thomas H.

Castro, Gina
Executive Asst. OOP

Ferguson, Tajanah
Medical Asst., KB

Jones, Lynette
RA, Sicklerville

Ahmad, Khalil
RA, KB-IRTS

Chance, Afeisha
PA , Willingboro

Francois, Arilee
RA, KB IRTS

Kidd, Tyriq
PA, Absecon

Akindipe, Rochelle
PAS, Willingboro H.

Choi, Sun-Jung
APN Director Holley

Gadson, Felisha
RN, NFP-Essex

King, Kapri
PA , Sawtelle Hall

Allen-Jackson, Gregory
PA, Hammonton CSAP

Cochran, Darlene
LPN, Buena Vista

Glenn, Elijah
SRT/BA

Kline, Emily A
Clinician, KB/PAU

Almonte, Stephanie
PA, Northvale H.

Colon-Nieves, Eudeliz
Intern, HMS Clinic U.C.

Glenn, Nygee
SRT/BA

Kui, Thomas
Intern, HMS Clinic - Essex

Altidor, Eva
SRT- BA

Davis, Marquel
PA, Hammonton

Glosson, Christopher
SRT/BA

Kyles, Shaneece
RA, Sayre House

Anderson, April
SRT-BA

De Luca, John A.
Program Director, Davis House

Granato, Brenda
LPN, Buena Vista

Lanier, Kimberly
PA, Greenbrook

Anderson, Mia
Program Director, Estell Manor

Dean, Ian
RA, Holley

Graves, Shanique
PA, Thomas

Lapread, Latonya
PA, West Orange

Andrews, Rachel
RA, Haddon Hts. H.

Denson, Valeria
Teacher, Sawtelle LC

Harris, Patricia A.
PA, Buena Vista

Lawal, Oluwashola
RA, Davis House

Andrews, Stephanie
RA, Haddon Hts. H.

Douglas, Arianna E.
Social Worker, Regional No.

Hatton, Tanaisa
PA, Buena Vista

Lawrence, Richard
PA, Pamela

Austin, Fatima
RA, Estell Manor

Douglas-Ocasio, Charles
RA, Estell Manor

Hebert, Ciara
Clinician, Hammonton
CSAP

Lewis, Natasha
SRT/BA

Barfield, Darrell
SRT-BA

Durant, Tiffany
PA, Buffalo

Henriquez, Karla
PA, Winslow CSAP

Limberry, Aretha
PA, Wenonah

Batie, Kyle
RA, Voorhees

Eberhardt, Emilee
RA, Laurie Haven

Jacobs, Kevin
PA, Camden

Lyons, Jamal
RA, Voorhees

Birckhead, Camille
RA, Haddon Hts.

Edwards, Shaniyah
PA, Toledo

Jambawai, Hannah
PA, Greenbrook

Majoyeogbe, Titilayo
PA, Pearl

Brown, Jermei
RA, Holley

Eley, Christopher
RA, Davis House

Jenkins, Rhonda
RA, Laurie Haven

Marks, Lauren
BCBA, Winslow CSAP

Brown, Lauren E.
Clinician 1, Winslow CSAP

Fair, Kellyann
Clinician, Davis House

Johnson, Kamal M.
PAS, Sewell

Martell, Favio
RA, Holley IRTS

Carrero, Evelisse
RA, Davis House

Faul, Samantha M.
Art Therapist, Holley

Jones, Candy
PA, Cedarbrook

Mattox, Radhiya PA, Morris	Sams, Andayah D RA, Sicklerville	Taylor, Lamika PA, Pamela	<i>Interns/ Externs Non Employees</i>
Mayo, Dehkeylah SRT/BA	Savage, Erika RA, Vineland	Telfair, Tosheka PA, Buena Vista	Arzola, Daisy Clinical Intern, Malcolm House
McRae, Cheyenne PA, Burning Bush	Scott, Porchia PA, Willingboro	Tidwell, Princess RA, Sicklerville	Berry, Mellisa Clinical Intern, Malcolm House
Medina, Courtney Art Therapist. KB	Selby, Kenneth RA, Vineland	Tijani, Taiye PA, Willingboro	Bolanos, Ivette Clinical Intern, Kilbarchan
Mobley, JeTayonna PA, Toledo	Selby, Kenneth RA, Vineland	Valentine, Aliyah SRT/BA	Brown, Mylasia Intern, Vineland
Moore, Jalissah RA, Muller Newark	Sewell, Latifa PA, Cedarbrook	Vaughn, Tiffani PA, Winslow CSAP	Carter, David Intern, Newark Muller Hall
Moore, Tiffany PA, Thomas	Silverman, Molly J. Clinician, HMS Clinic Essex	Vernon, Georgiana PA, Cedarbrook	Ceballos, Alina Extern, HMSC - Union City
Moss, Janelle TA, GW School	Slater, Jeffrey Program Director, Muller Newark	Watkins, Diamond M. PA, Willingboro	Eisenhuth, Sara Intern, Haddon Heights
Nickens, Lillian C. RA, Estell Manor	Smith, Suncerray PA, Walnut	Webb, Diamond RA, Davis House	Irving, Britney Extern, HMSC - Essex
Olson, Melissa Teacher. Sawtelle LC	Snyder, Kasmere RA, Vineland	West, Dwayne PA, Hammonton CSAP	Jacksons, Sabrina Intern, Voorhees
Oppong, Michelle SRT/BA	Solomon, Tia L. PA, Willingboro	Williams, Tiffany RA, Estell Manor	Karabin, Valerie Intern, Sayre House
Pender, Tichelle L. SRT/BA	Speights, Sherron PA, Hammonton CSAP	Williams, Tonette RA, Haddon Hts.	Kearney, Madison Intern, Camden
Phillips, Iyanna PA, Cedarbrook	Spencer, Samantha Intern, HMS Clinic Essex	Williamson, Mariah PA, Sewell	Major, Kareemah Intern, Voorhees
Price, LaNikka PA, Buffalo	St. John, Rinell PA Willingboro	Wood, Lisa LPN, Buena Vista	Mendoza, Marie Intern, Davis House
Reed, Jasmine PA, Winslow CSAP	St. Pierre, Rebecca Coordinator, QAPI	York, Yvette PA, Sawtelle Hall	Mustafa, Deena Intern Clinical Davis House
Salazar, Katarina RA, Holley IRTS	Jacqueline Taylor PA, Cedarbrook	Zinnah, Katumu RA, Fisher Hall	Perez-Hernandez, Jessica Intern, Voorhees
			Schafle, Morganne Intern , QAPI
			Scherbina, Anne Clinical Intern, Malcolm House
			Speranza, Allison Muller, Newark
			Suriel-Perez, Beatriz Intern, Kilbarchan

“No one can whistle a symphony. It takes a whole orchestra to play it.”

~H.E. Luccock

Shout Outs! *To Our Amazing Colleagues*

Carmen Foster, PAS, is looked upon as a Mother, aunt & big sister of the Blackwood house. She cooks, cleans and makes herself available to meet every aspect when caring for consumers.

Dina Sundberg her hard work and dedication in the IMS Dept. are truly admirable. She supports my Evolve users by maintaining and implementing new functionality.

Sarita Comer, PAS, she is very dependable, always on time she always takes the initiative to communicate with her co workers.

YCS Institute team for rolling with A LOT of changes over these last few months. Your flexibility and commitment has kept us going and we are so grateful for all that you do!

Parents As Teachers team for maintaining their model fidelity status in the midst of these unprecedented times this year

Alice Omini, PA Sewell, for being dependable, reliable and has shown our clients compassion. Alice is described by many of her co-workers as very dedicated and always a pleasure to work with.

Samantha Houser-Sabin, SRA. for her time and efforts assisting our Haddon Height youth with online virtual learning

SR Treatment Home Staff for their effort this past year in helping orient and support our youth under our protection and care.

Marilyn Graves, TH Clinician, for her exemplary service to our children whom have benefited greatly from the training, support and assistance she has provided. You will be extremely missed at TH.

Ayana Fields, Supervisor, for finding creative ways to get Sicklerville staff involved in activities at the home and engaging the young men in psycho educational groups that has helped them build on their life skills.

Lisa Guarigli, RN, – for a great job making sure that all 9 young men at the Sicklerville home are up to date with their all their medical and dental appointments.

Taina Rodriguez, SR Intake Coordinator, has been an amazing support to the entire SR during the Pandemic. She has pitched in to cover shifts at all 3 homes affected by Covid. She has donated home cooked meals for the residents and is always coming up with creative activities to encourage all the clients

Demosh Matthews, new CRS at Voorhees. He has been a wonderful support to the new program director and always works hard to make sure that the needs of the young men in the program are met.

Jennifer MacDermott, for being incredibly dedicated to her work as Vineland Home clinician. She is sincerely concerned about the clinical progress of all of our young men.

Cathy Cromelin, Sawtelle LC Nurse, and Jona Jeannoutte , GWS Nurse, for all their help with the planning to reopen the schools.

Dina Lindor and Deanna DeStefano, RNs, for providing traveling CPR training at multiple NR programs.

Eric Hinstroza, RN, and Andrew Beckford for covering the medical quarantine site.

Jennifer Wade and LaToya Pope, nurses, for all their help and teamwork covering on-call at Newark campus, Malcolm House and Lawnridge.

NR Nursing for all their help, teamwork and dedication throughout this pandemic.

Octavia Green, SRT Trainer, welcome back from maternity leave. We really missed you.

Aleem Barnhardt, SRT, thanks for stepping up to the plate and making sure the weekend shifts at Lawn Ridge run smoothly.

Agho (Helen) Osariemen, SRT Supervisor, for taking charge of the Lawn Ridge Home and making sure that all the residents were well taken care of until a permanent house manager took over the reins.

Wayne McKeever, PAS Blackwood, for showing great strength and motivation to complete assignments and always striving to make sure the job gets done. His reputation on the job for 30 years speaks a lot about his loyalty to the work, and company goals and mission. Lastly, when approaching matters he forever remains professional and respects others opinions and suggestions.

Marilyn Alarcon, receptionist (Newark Hdqtrs.) for always being cheerful and helpful when she fielding calls even when we get her name wrong!

Laurmando Paleracio is always ready to help the communications Dept. make frequent time sensitive updates to the website and assist when any IT problems. We couldn't do our job without him!

Malcom Rease, 2nd shift Supervisor and **staff Justin Hardy** (Vineland) have been integral in education and supporting our clients in maintaining a healthy lifestyle.



Promotions

Jevin Brown
PA Supervisor
CSAP Hammonton

Nicole Ciencin
Program Director
Lawn Ridge

Serita Comer
PA Supervisor
Blackwood

Javon Creque
PA Supervisor
Cedarbrook

Melissa K. D'Amelio
Early Childhood Clinician
HMSC - Essex

Antonio D. Dassey
Supervisor PA
Toledo

Bianca Dumas
Assistant Regional Director
Southern Region DDD Services

Alexandra Dziubek
Nurse Manager
IRTS - Kilbarchan

Jennifer Flores
VP of NR Behavioral
Health & Community Services

Marquita Hawkins
Supervising RA
Haddon Heights

Tajah A. Hollingsworth
House Manager
Cedarbrook

Dawn M. Jones
VP of Southern Region
DDD Services

Dominique Jones
Supervisor RA
Estell Manor

Chawnte M. Lewis
Regional Director
Southern Region DDD Services

Luis Mangual
Assistant Director
of Facilities/Maintenance

Demosh Matthews
CRS - Voorhees

Tameka McMillan
SRT Supervisor BA/SRT

Jose J.Nieves
Associate Director
HMSC - Essex/Hudson

Latasha M. Peoples
House Manager
Willingboro

Patrick D. Richards I
PA Supervisor
CSAP Winslow

Melany Rivera Maldonado
Director of Institute/HMSCs

Michelle Robbins
Program Director
Voorhees

Natan Schneider-Gans
Program Director
Vineland

Shatona A. Skerrett
RA Supervisor
Haddon Heights

Dina Sundberg
IMS System Administrator

Wade Joi Taylor
Supervisor PA
Cedarbrook

Bradshaw Vetterly
Assistant Director Regional
BH Admin - South

Jonquea S. Walker
Supervisor PA
Morris

Nicole Wilcox
Supervisor PA
Willingboro

Shamaine L. Williams
Benefits Manager
Human Resources

Kristen Wistuba
Program Director
Malcolm House

Cymone Wynn
Case Manager
Davis House

Dayna M. Zatina Egan
VP of Practice Integration

**Are you Looking to
Promote From Within the Agency?**

To do so, please make sure
your employees' annual
evaluations are completed.

Deliverables

Making Progress on Our Deliverables – Jessica Shea-Brown, COO

Over the last year, you have heard a lot of discussion at your staff meetings about **Deliverables**. Simply put, these are specific services we are contracted by the state to provide. However, in truth, our incentive in meeting all level of service requirements is genuinely based on our desire to help participants enjoy fulfilling lives and when possible return home sooner and safely to their families .

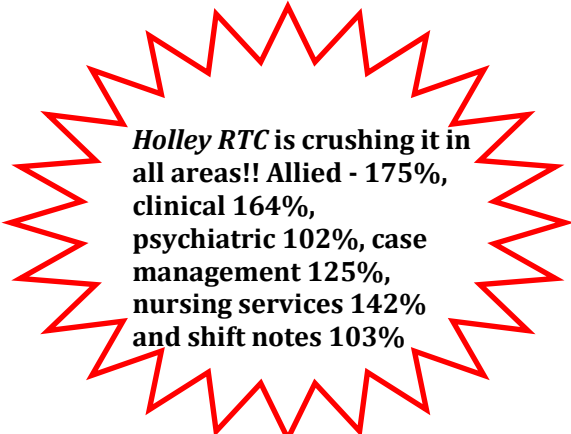
We applaud each of you for the attentive work your teams have been doing, day in and day out, to fulfill our deliverable obligations at our residential sites. Here are the results reported during the month of August.

They reflect the areas of deliverables measured by the Department of Children and Families including

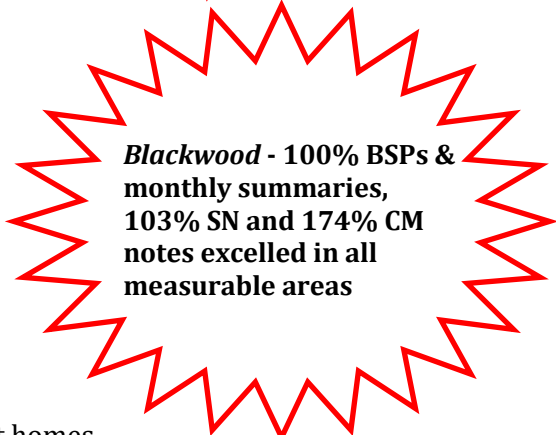
1. Clinical Supervision **CS**, 2. Nursing **N**, 3. Psychiatric Care **PC**, 4. Shift Notes **SN**, 5. BCBA Services **BCBAS**, 6. Allied Therapies **AT**, 7. Case Management **CM**.

Children/Youth Behavioral Health Homes

Davis House - 105% N, 187% AT
Estelle Manor - 131% N
Sayre - 170% N
Fischer Hall - 100% CS, 310% CM, 257% AT, 103% SN
EDRU - 121% CS
Haddon Heights - 121% CM, 113% N, 103% SN
Holley PRTF - 100% CS, 136% PC, 106% BCBAS, 108% SN
KB IRTS - 120% AT, 144% CM
KB SPEC - 110% AT
Laurie Haven - 105% CM, 109% N
Malcolm 133% AT
Muller IRTS - 144% AT, 104% CS, 280% CM, 105% SN
Newark Muller - 178% PC, 110% N, 154% CS
Vineland - 130% N
Voorhees - 123% N, 100% SN
Lawnridge - 99% BCBAS
Camden - 100% CS, 103% SN
Sewell - 99% SN
Cedarbrook - 98% BCBAS, 104% SN, 95% CS
Tx Homes North - 148% CM



Holley RTC is crushing it in all areas!! Allied - 175%, clinical 164%, psychiatric 102%, case management 125%, nursing services 142% and shift notes 103%



Blackwood - 100% BSPs & monthly summaries, 103% SN and 174% CM notes excelled in all measurable areas

Sawtelle Adult Homes

Progress report on areas of service measured by DDD in our adult homes

Amwell - 100% BSPs & monthly summaries
Buena Vista - 103% SN, 563% CM, 200% monthly community meetings
Burning Bush - 125% CM notes, 100% BSP monthly summaries
Emmans - 99% SN
Morris - 175% CM notes, 100% BSP compliance & monthly summaries
Pamela - 100% BSP monthly summaries
Pearl St - 100% BSP monthly summaries
Greenbrook - 103% SN, 100% CM notes, 100% BSP Monthly summary, 400% monthly community meetings
Hilltop - 99% SN, 125% CM notes, 100% of BSPs compliance
Toledo - 103% SN, 225% CM notes, 100% BSPs compliance, 400% monthly community meetings
Willingboro - 100% SN, 475% CM notes, 100% BSPs & monthly summaries, 400% monthly community meetings
Walnut - 100% SN, 238% CM notes
Absecon - 101% SN, 375% CM notes, 200% monthly community meetings
Buffalo - 104% SN, 500% monthly community meetings
Thomas House - 251% CM notes

Innovations

Take the journey with us as YCS rolls out innovative initiatives!

Let's Bring Joy into the Workplace!

Is the time clock making you punchy? We've got the solution!

YCS plans to hit the ground running in 2021 by implementing an exciting new payroll, scheduling, and time-keeping system on January 10th. The new cloud-hosted system, called Workforce Dimensions, will integrate with our current online HR system, Utripro.

This cutting-edge software developed by UKG, Ultimate Kronos Group, is designed with employees in mind. The goal is to make sure each and every staff person has the latest and greatest online tools available here at YCS!



By integrating Ultipro into Workforce Dimensions all employees will be able to manage their time directly and also view/edit their personal schedules from an online platform. In short, with your direct input, you can ensure that the valuable work you are doing is accounted for with 100 percent accuracy and you are receiving the pay you deserve.

This is just the beginning, in the near future, HR forms and processes will also be centralized, allowing you to easily find and complete any necessary paperwork.

Leadership is spearheading this initiative and in June identified a robust implementation team represented by various departments to develop the new software. The team has been formed to ensure that employees feel prepared, equipped, and supported throughout the process.

Training plans will be announced in the coming months, so stay tuned and keep checking your emails!

Y C S' Pledge to You

We will make sure every employee is...

Prepared with all the knowledge needed to fulfill their work responsibilities.

Equipped with ongoing training and tools to be successful at their work.

Supported with guidance and direction from supervising staff for your professional growth.

CCADAC Strives to Bring Out the Best in Us All

The Cultural Competence and Diversity Advisory Committee (CCADAC) thanks you for taking the time to provide your feedback and response to the Cultural Competence survey that we sent out electronically. Your voice is valuable and is helping the CCADAC to develop an action plan that will address your questions, ideas and concerns.



Yvonne Montemurro



Mike Baguidy

We heard you! Based on your responses to the survey here is the plan that is being developed. More information will follow shortly:

- Meeting with Program Leadership to discuss Cultural Sensitivity – training to follow.
- Formulating Focus Groups to further understand, develop and implement an action plan. Implementing new training on topics specific to Cultural Sensitivity is in development.
- Creating a safe space for you to express your concerns and help support you in regards to systemic racism, social injustice and inequality - this includes a Resources and Word Wall discussion topics to be sent to all programs and departments.

Through the efforts of the Cultural Competence and Diversity Advisory Committee and all YCS employees working together, we can become an agency committed to standing up and advocating for the rights of all people.
~Mike Baguidy and Yvonne Montemurro, CCADAC co-chairs

The Cultural Competence and Diversity Advisory Committee is looking for volunteers to be part of focus groups events and/or initiatives. If you are interested in learning more please contact Yvonne Montemurro (yvonne@yycs.org) or Mike Baguidy (mike@yycs.org)



Dr. Dayna Zatina-Egan

A Fresh Approach to Reflective Supervision is Unveiled

Reflective Supervision/Therapy may be a new concept to many of us at YCS, but we will soon all have the opportunity to learn about this positive approach to interacting with co workers, supervisors, clients and families. Dayna Zatina Egan, Psy.D has recently been named VP Practice Integration at YCS. In her new role she will be training every person working at YCS in the process of Reflective Supervision/Consultation and directly assist any program that is having a difficult time maintaining a positive therapeutic environment with clients and staff.

*At the end of the day, we are all humans helping other humans to make the world a better place for the children and families that we serve. So often we get lost in the heaviness of the many demands and challenges of the job (paperwork, intense behaviors from the youth, stresses of the world) and we forget to focus on the humanity of the work. The true goal of reflective supervision is to honor the human in both the staff and the children we serve (in a safe and supportive way), and use this openness and understanding to compassionately guide our work/practice. Hopefully this new approach paired with more consistent training, support, and presence from supervisors and the agency overall, will yield a happier YCS, operating at a higher standard of care. ~ Dr. Dayna Zatina-Egan
VP of Practice Integration*

Reflective Supervision [is] an emotional breathing space—where it is safe to explore accomplishments, insecurities, mistakes, questions, and different approaches to working with young children and their families.” Shahmoon-Shanok

More Innovations



Gina Castro

Meet our New Ombudsperson

YCS is committed to improving employee relations and building a positive, healthy work environment/culture where everyone feels valued for the person that they are and as an important contributor to the YCS Team. To support this end, Gina Castro has been hired as Ombudsperson for the agency. Gina comes from the private sector where, for 9 years, she used her negotiating skills to support the on-going development, empowerment and goal attainment of the workforce, and to resolve conflicts between customers and management.

“My role as the ombudsperson is to provide a safe place where clients and staff of YCS can report their concerns safely and anonymously. I will be assisting in determining options to help resolve conflicts, problematic issues or concerns, and bringing these concerns to the attention of the organization for resolution. Over the years, I have learned that conflicts, disputes and disagreements are natural in the workplace. Compromising, being compassionate, having empathy, finding common ground and being an active listener are all essential in reaching resolutions and building better teams and a healthier workplace culture.

I am here for you! My goal is to address each and every concern promptly by exercising good faith and maintaining complete confidentiality. I will serve as an advocate for fairness and a positive source of information and referral while assisting in the resolution of your concerns.”

Gina Castro, Office of the President/Ombudsperson



Rachelle Muckley

Rachelle Muckley Named YCS Parent Advocate

YCS trainer, Rachelle Muckley, has often fielded phone calls from troubled parents while working out of the Southern Region administrative office, and now looks forward to her new expanded role as Parent Advocate for the region. She knows the job will require her to be fair, non-judgmental and above all empathetic. “I have learned that most parents are not necessarily looking for an immediate solution...They want to know that they are being heard and we are going to follow up on their concerns.”

Throughout her 20 year career at YCS, Rachelle ‘s experience working as a preschool teacher, treatment home mentor, physician’s assistant and participant in youth community meetings gives her insight into the needs of the children and their families. “I want every parent who calls to know that we really care about their child’s well being and safety...At the end of our conversation I want them to feel good and reassured that their issues will be addressed.” Rachelle will report to ombudsperson, Gina Castro.

Reporting to the Ombudsperson

1. An Ombudsperson is a neutral and independent person appointed to review complaints within the agency.
2. The Ombudsperson handles all complaints raised by employees, clients and/or their families in an efficient, timely and effective manner through review, investigation, resolution and response.
3. To reach the Ombudsperson contact - Gina Castro, Office of the President and Ombudsman at gina.castro@ycs.org OR 201-678-1312.
4. There is also an anonymous form on our website. If you do not feel comfortable making a report directly but want to make sure your observation is heard, you can fill out the attached form which can be filled out directly on the YCS website. Once completed the form is auto linked to Ms. Castro’s office, in order to maintain full confidentiality of the sender.

The YCS Maintenance Crew is coming to you live!

When an agency has been in existence for as long as YCS has, it is only natural that the wear and tear on the facilities has taken its toll. However, this does not mean it is acceptable. A person's living conditions is the foundation for everything – it influences how s/he feels about themselves and how they believe others feel about them. The question we should always be asking is “Would I want my child to live here?”

Over the past year, we have begun investing in the quality of “the environment of care” at some of our facilities (see page 14 for details). This is just the beginning. Luis Mangual, new assistant director of YCS facilities, and his maintenance team of 17 individuals will be prioritizing critical repairs and upgrades to sites. The quality of their workmanship and dedication to the job are outstanding.



Luis Mangual

“I have a very capable team that bring different skills to the job including appliance repairs, cement work, painting, spackling, woodworking, as well as minor plumbing and electrical repairs. We look forward to utilizing our skills across the agency so that work can be done more efficiently and economically in-house,” says Luis.



Meet Our Southern Region Maintenance Team

Mark Scanish, facilities director for the Southern Region, and his maintenance crew, have been busy preparing for two new Sawtelle Homes to open in Wenonah and Willingboro. “We’ve been assembling all the furniture donated by IKEA, painting, installing fixtures and appliances, hanging pictures, and completing necessary repairs to make sure that the homes are safe for the clients and ready to pass all the inspections,” says Mark. His team is often on the road to answer request for repairs at the 17 homes that extend over 140 miles across the region.

Mark says he feels grateful to have a great working relationship with his crew, co-workers and administrators. “It makes our job much less stressful because I know if we have a problem, I can talk it out with whoever is involved and we can find the best solution.”

The Crew In Action!



Facilities Upgrades

The Dominick D'Agosta Garden, located next to Davis House, was named in honor of the late YCS Board Chair, and created with donations made in his memory. It was a team effort. All of the carpentry was done by our maintenance crew, the Foundation planted the flower and herbs, and artist, Margie Stokley-Bonz, created a joyful mural with the help of our art therapists and youth. The deck will be a place for the children and staff at Davis House and Muller to enjoy BBQs, do homework and much more for many years to come.



To see the virtual dedication go to <https://youtu.be/2GiExgdbbcU>

More Improvements Thanks to the Generosity of Others



Southern and northern region DDD homes received a large donation from IKEA of new furniture, home furnishings and outdoor furniture, totaling over \$37,000.

West Orange – A parent donated the funds to improve the appearance of the grounds around the home as well as donated funds for a new sofa and new washer and dryer during the lockdown.

Hilltop – Since families were meeting with their children outside during the Covid isolation, two parents generously donated the money to completely landscape and beautify the front and back gardens. They also donated outdoor furniture. YCS supported their efforts by financing the removal of hazardous trees on the property.

Davis House received a grant to purchase new flooring for the entire unit. It was installed by the YCS Maintenance crew.

Sawtelle Learning Center Two classrooms completely upgraded – installed new flooring, ceilings and cabinets; new electrical and plumbing throughout the center; new ceiling in gym; exterior walkway was repaved.

Maintenance Request Procedure

Northern Region

YCS has set up a Maintenance Database that notifies the NR Maintenance Department and logs requests into the system. Through this database, facility needs can be prioritized and assigned to individuals within the maintenance department based upon their skills. This process has been successfully piloted over the past month and is now ready to be rolled out to all programs and departments in the region.

Please follow the instructions below when making requests.

Email all your facility repair and maintenance needs in the Northern Region to repair@ycs.org with a brief description of the need in the **Subject line**

In the Body of the email please include the following information:

1. **Name of Program/Department PLUS Cost Center** (i.e. Davis House-640, HR-207, etc)
2. **Physical Address** (i.e. 284 Broadway)
3. **Site Location:** (i.e. Third Floor, Room 303)
4. **Details of Repair/Maintenance Need:** (i.e. water leaking from the ceiling, this is the area you can enter full details of need)
5. **Date (time frame) of Next Licensing, Fire etc Inspection, if known.** (If none, please indicate N/A.)
6. **Contact:** Name and telephone number who will coordinate these requests with the Maintenance Department

Once you submit an email with the details above, a Work Order number will be automatically assigned and you will receive this number via an auto generated response from the Database .

Work orders will be prioritized based upon severity of need and availability of Maintenance Individuals.

Maintenance will assess and elevate emergent repairs.

Once the job is complete and the database is marked as such you will receive a Work Order Complete email.

Please be mindful when following up on the status of your request, and allow time for your needs to be addressed.

Follow up emails to repair@ycs.org should have the work order number in the subject line of the email and an update should be requested. Please do not send a NEW email with your request .

Southern Region

All maintenance requests for the Southern Region should continue to be made directly to Mark Scanish, Facilities Director at mscanish@ycs.org

Congratulations



Carmen Foster

Carmen Foster Honoree at the NJACP DSP Heroes Recognition Awards Celebration

The New Jersey Association of Community Providers (NJACP) hosted its first DSP Heroes Recognition Awards this morning via Zoom.

Carmen Foster, a Personal Assistant Supervisor at the YCS Group Home in Blackwood, was one of 30 very deserving honorees. Carmen is very supportive of her coworkers and has a reputation for going above and beyond her job description to create a warm caring

environment in the home. When the young men at the residence were unable to see their families or attend regular activities in the community because of the Covid-19 Quarantine, Carmen arranged frequent events for them at the home to keep their spirits up. We would like to congratulate all the DSP honorees and express our sincerest appreciation to all DSP frontline workers who have exhibited courage and compassion in the face of this epidemic.

NJACP Nominees

Although there could be only one honoree from each agency at the awards ceremony, YCS did nominate two other employees – Robert Howell and Jean Toussaint. We would like to share their nominations by Rayletta Garrison, AVP Sawtelle North.

In April, a resident at the **Sawtelle Forest Home** was hospitalized with the Coronavirus. The home immediately quarantined for the next two weeks. Robert Howell, Personal Assistant, and Jean Toussaint, House Manager, volunteered to stay at the home around the clock for the next 14 days to ensure the remaining clients received constant care and supervision. “These guys are my family. Whatever they need I will do to help them through this time,” said Jean.

After the young man was discharged from the hospital, Jean took the responsibility upon himself to personally care for the client during his long road to recovery while the staff assisted the other young men.

Jean and Robert’s willingness to brave the unknown for the residents goes above and beyond. Their commitment is a testament to their dedication and love for the young men in their care.”



Robert Howell



Jean Toussaint

Thank You!!

A Parent's Gratitude for the Greenbrook Staff

Hi All,

I hope this email finds everyone safe, healthy and well. I wanted to reach out and thank you ALL so very much for the concern and excellent care that the YCS company, and especially Greenbrook staff, have given to my daughter Carly. This is an unprecedented time, and I know it has been extremely difficult for the staff and your agency.

I have never once felt that Carly was unsafe, due to the protocols and protective measures that you have implemented.

It was Carly's 2 year anniversary at Greenbrook back in August, and we are so blessed that God brought her to this wonderful house! The staff needs to be commended for their unending dedication to the special residents, including my daughter.

Carly was also hospitalized in the beginning of the Covid-19 pandemic shutdown, and although I could not see her, I feel so comforted in knowing that Ayesha, LaShayna and all the staff cared for her so amazingly during her recovery period.

Sending thoughts & prayers to you and your families, that everyone remains safe & healthy!

*Fondly,
Chrissy Schmitt*



Greenbrook Staff



Creative Corner

A space for the Artistic Creations of YCS Employees



This digital art piece by Damaris Shamberger (Dmarsart), artist and assistant teacher at Sawtelle Learning Center is in response to Juneteenth. "This piece speaks about how the black community is targeted and displays the names of victims of police brutality we should never forget. This piece is supposed to draw attention and keep people woke to what is happening all around us and to continue fighting for peace and rights every human deserves."



By Rayletta Garrison

Milestones



Professional Accomplishments

Christopher Bertino received his LCSW Supervision Certification and is currently supervising LSW employees at YCS

Ashia Jenkins-received Masters in Social Work May/2020 from Rutgers University

Molly Silverman, passed her LSW exam!

Jenna Lombardo defended her dissertation and completed her doctorate!



New Arrivals

Shona Little, LPN- (sawtelle programs) had a sweet little boy in June 2020 weighing 7 lbs 3 ozs.

Leslie Lester welcomed a baby girl on 8/31/20, weighing in at 10lbs, 6 oz!

Eric Hinestroza and his wife welcomed a baby boy-Mariano, on September 16th. He weighed 7lbs 8oz.



Winners

Promising Pathways to Success Summer Quiz Winners: For the 1st time, the contest ended in a tie. Congratulations to our two winners Lisa Jones and Natayia McCray.

K_s

Moving On

Annette Washington began her career at YCS on March 20, 2000, and for the past 20 years has been the director of the Southern Region HR Department. Annette left YCS on October 2nd, to relocate to South Carolina to be closer to her family. She recalls that when the region was formed there were only 3 programs. Now, Annette proudly says she knows the names of all the 300 + employees in the region. “It has been gratifying to see so many of the staff move up over the years in the agency...“This is very bittersweet for me – I love YCS and its mission.”

“Annette has been a valuable member of the HR Team and her work and contributions are greatly appreciated. We wish her all the best in her future endeavors,” Kathy Grosso, Chief HR Officer.

Program Highlights



Kiyomi Quinn Taylor

The Gift of Art Brings New Life to Newark Campus

Fine artist, Kiyomi Quinn Taylor, donated several of her paintings to the YCS Newark campus. Braving a brutally hot summer day, Kiyomi hung the art in the campus' hallway - creating a beautiful mini gallery. After learning about the YCS Muller unit, Kiyomi painted a floor-to-ceiling wall hanging depicting a sunrise on the horizon of the ocean to create a comforting atmosphere for the girls in the unit's living room. Kiyomi then sketched portraits for each girl.



It's a First at YCS!

Jerry Henderson Hosted a Virtual Dance Party on Facebook to celebrate and thank all the Direct Support Staff. It was a rocking success with nearly 500 people tuning in. We want to thank Jerry "DJ Juiceman" for volunteering his time and talents.



NFP Graduation

It has been a wonderful journey for young moms who were guided and encouraged by NFP nurses through their pregnancies, and until their precious babies second birthdays. To celebrate this milestone for the 32 graduating moms and their toddlers, the NFP hosted a "safe" outdoor celebration in August.



Nurturing the Hearts & Minds of Young Residents At Laurie Haven!

Clinician, Sydney Saget, takes pride in the enriching activities and therapeutic environment created in the group home. It became especially important during the Pandemic when the children were sheltering in place and unable to visit with their loved ones.

Nearly 3 months ago, Natan Schneider-Ganz became Program Director at the **Vineland Home**. He says he was very impressed by the structure and strong foundation the staff were providing the residents. “The staff makes it very clear to the youth that they care about all of their well being – whether they are helping them with schooling, or their emotional and physical health,” says Natan.



After a long hiatus due to the Coronavirus shut down, the youth have recently been able to return to the gym. They have been working out four times a week and really loving it.



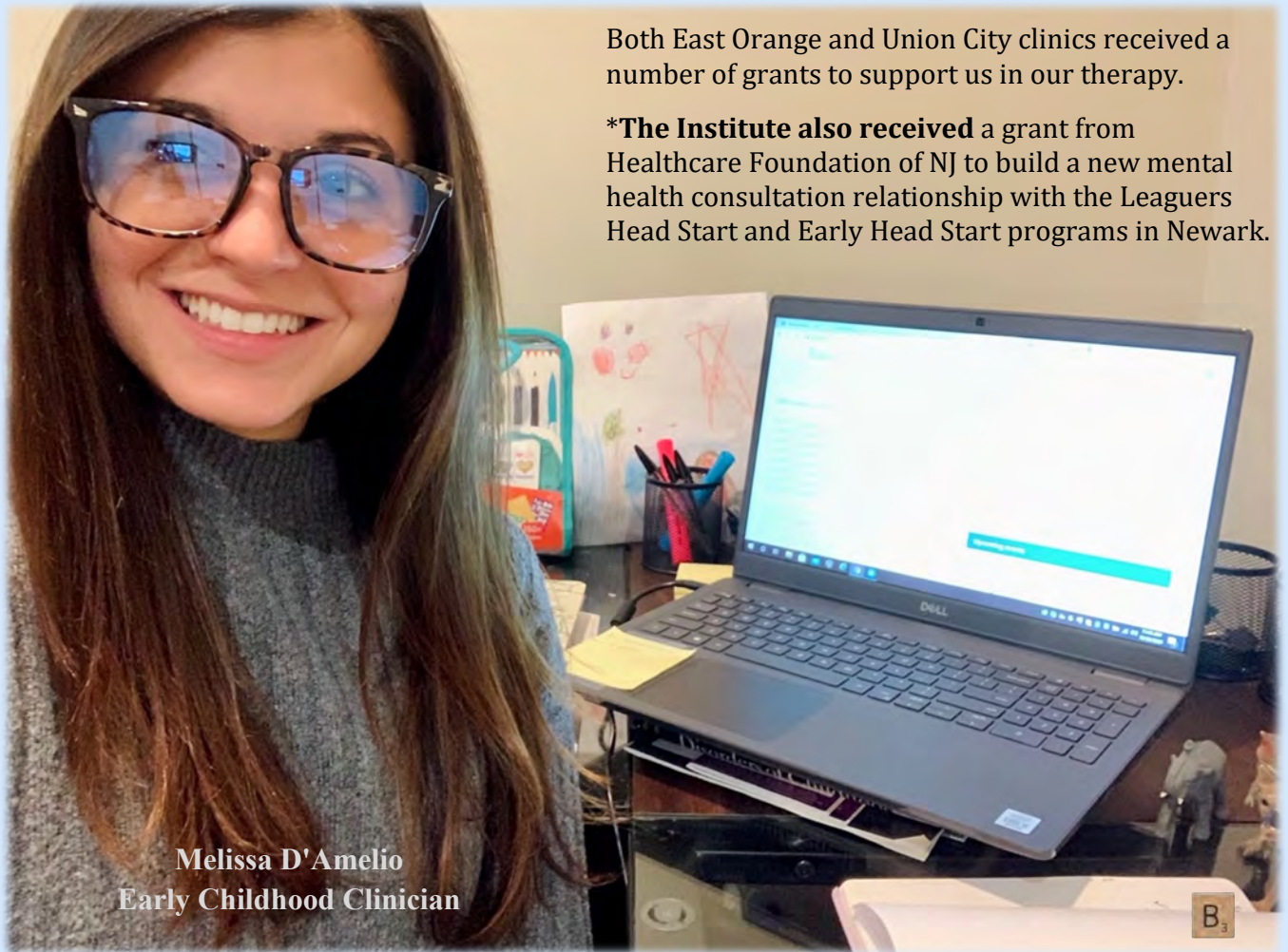
Sayre House staff have created a peaceful Calming room for the girls

NR Nursing Department Takes CPR Training on the Road. In order to make sure staff is able keep current with their CPR re-certifications during Covid, Deanna DeStefano and Dina Lindor are offering the training at residential sites.



Sawtelle Cedarbrook Staff transformed the lower level of the home into a calming sensory room for the children. It is also being used for activities and meetings.

Families continue counseling with Tele Health Funding at the Institute and Helen May Strauss Clinics



Melissa D'Amelio
Early Childhood Clinician

Both East Orange and Union City clinics received a number of grants to support us in our therapy.

***The Institute also received** a grant from Healthcare Foundation of NJ to build a new mental health consultation relationship with the Leaguers Head Start and Early Head Start programs in Newark.

Under the support of a new Program Director and CRS, the staff at the **Voorhees Home** has created a brand new dynamic and collaborative team spirit, according to Michelle Robbins, Program Director. The team has worked hard at improving the way they communicate and as a result it has had a positive impact on the residents. The young men feel like they are being heard and as a consequence they are advocating more for themselves.



Laurie Haven Family Fun Event. The theme was a "Back to School Zoom Party". The kids spent a lot of time preparing for our Virtual Talent Show for friends, family, and CMO,DCP&P,CASA guests.

Project Employment at Southern Region Treatment Homes

We would like to recognize Anitra Frayer and Marilyn Graves for their continued dedication, creativity and commitment to our children. Their efforts for the growth and development of our youth is admirable, especially in the area of employment. Their development and launch of the self titled Project Employment in January 2020 has increased the self esteem, positive communication and independence of our children. Anitra and Marilyn have established a five part process to aid youth to obtaining gainful employment. They provide support, information, and preparation in the following five areas.

1. How to complete application/follow-up
2. Appropriate work attire/Presentation
3. Mock interviews
4. Support and Transport to Interview
5. Encourage Follow-up

Currently, the project has produced seven jobs for our youth. ~ **Tracie Bass**



Special Activities with the Youth.

The Treatment Home program organized a Covid-19 Relaxation and Healing Zoom event for the youth in **July**. Our Mentor Anitra Frayer and clinician Brittany facilitated the group during its successful launch.

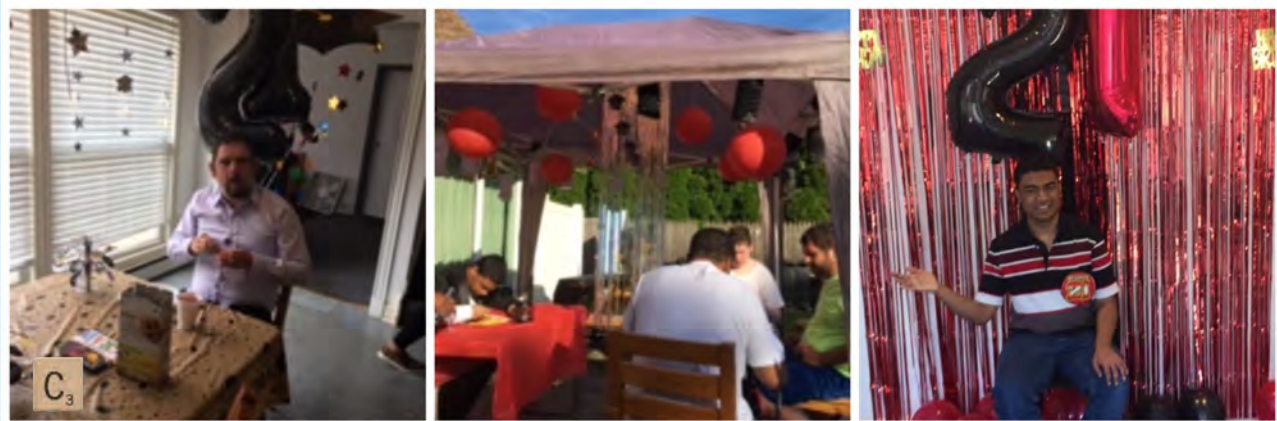
Graduations during COVID Quarantine

With a lot of creativity, the staff at each residence pooled their talents and crafted their own unique graduation event. There were huge balloon arches, home-made caps, specially designed T shirts, certificates, music, and BBQs.

At the schools, **GW** organized a caravan of drive-bys with honking horns and balloons, and the **Sawtelle Learning Center** held it's first outdoor graduation ceremony in the middle of July. It was so successful, that they are hoping to continue it next year.



In July, **Haddon Heights** had a successful discharge to a YCS Treatment Home - The home is happy to report that this youth also passed her exam to start a Carpentry Apprenticeship. Haddon Hts. clinical team has also implemented training tools to empower staff that utilize behavioral interventions to reduce anxiety and stress. "We are working towards a culture where all staff feel part of the same team and where everyone is adequately trained," says George Rudisill, PD.



Sewell Youth Graduate from School and the Program

When Luka Jurjevic turned 21 and graduated this June the home celebrated with a pizza and fries party. For Diptanshu Pal's 21st birthday and graduation, staff created a P.F Chang dinner experience to celebrate. #Covidcan'tstopus!

Allied Therapies Brighten Up Life



Two New Art Therapists are Off and Running

Samantha Dunn (Holley Center) and Courtney Medina (Kilbarchan Campus) participated in creating the 36 foot long mural for the new Dominick D'Agosta Garden on the Newark Campus.

Kilbarchan Initiates Self Care for Staff

In an effort to help staff unwind and reset, here at delete the Kilbarchan campus our Nurse Manager Lynn Soilsigh and IRTS Program Director Nichole McCarthy have begun facilitating daily staff self-care groups. On Mondays and Wednesdays, Lynn facilitates "Energetic Tune-Ups" where she leads participants in a guided shamanic

journey utilizing essential oils, crystals, drums, bells and oracle cards. These journeys are meant to connect participants to their higher power and move stagnant energy through the chakras.

On Tuesdays and Thursdays, Nichole leads a gentle yoga class that incorporates seated and standing postures, breathing exercises and guided meditations based on Mindfulness Based Stress Reduction techniques. The combination of postures and breathwork help participants notice where they are holding any unnecessary tension to find a place of release and relaxation. Groups are typically 15 minutes long; perfect for our busy schedules here at the Kilbarchan campus!



Malcolm House Vegan Festivities

Malcolm House's backyard was transformed into a mini café featuring vegan cuisine and light music for their Vegan Festival. The youth helped serve the food they had also prepared such as stir-fried noodles, beyond un beef burgers, creamy broccoli mushroom soup, cheesy bread, and chicken curry salad. One young lady added her artistic flare to the festival welcome sign and the food placards. A variety of desserts, brownies, cupcakes, cannoli, and cheesecake were also offered.



Every Friday night, Clinician Chenling Hsieh teaches the girls how to cook vegan cuisine. "All of the girls enjoy cooking and enjoy eating even more", said Kristen Wistuba, Malcolm House Program Director, "From all the great cooking we were doing, we decided to host an event like this."

Sawtelle Learning Center opened its doors on September 8, for in-person instruction for all families opting to return their children to school. The staff were amazing-welcoming the students back with open arms and hearts full of positive energy!! The staff has adapted well to their new responsibilities assisting in keeping our students and staff safe. I am so very proud to be working along side each and everyone of these remarkable people!!

~ Leisa Tomchek

All the efforts that the **Sicklerville Home** staff have been making to implement Nurtured Heart strategies at the home are paying off. The young men are better able to manage their stress and control unhealthy behaviors, according to new Program Director Careen Neba.

Agency Updates

Message from Human Resources

YCS offers great perks to their employees for the remarkable work they do with their clients. As a small token of our appreciation for their hard work we offer them Plum Benefits! Plum Benefits gives you access to 20-60% off on computers & tablets, movies, crafts & hobbies, flowers & gifts, meal planning, beauty & skincare, and so much more. Apply and join YCS so that you can take part in these great perks!

Your work-life balance and general well-being are as important to us as the work you contribute. That's why we're excited to offer a discounts program through **Plum Benefits**. This is your one-stop shop for savings with brands you know and love, discounts on local experiences, and curated offers just for YCS - with new deals added weekly.

It's free and easy to enroll. Start today to save on everyday essentials and big ticket purchases including Health and Wellness products and memberships, Electronics, Apparel, Financial and Educational Services, Home Goods and Home Office Supplies, Flowers, Gifts, Foods and Beverages, Attractions, Shows, Concerts, Sporting Events, Hotels and Car Rentals.

Just visit plumbenefits.com and use the company code `ycsorg` to start saving.

Message from QAPI



CCQI Work Groups are Looking for Volunteers

The Central Continuous Quality Improvement committee, CCQI, has a Steering Committee that oversees the quality improvement efforts across the agency, and Work Groups that do the direct work on improvement projects. The committee is currently looking for members for two of the Work Groups:

- **The Client Involvement and Satisfaction Work Group** gathers feedback from clients and undertakes projects to respond to client needs, improve satisfaction, and enhance their experience of safety and support. It is seeking members from across the agency. Brad Vetterly chairs the Work Group. Contact him at bvetterly@ycs.org

- **The Parent Satisfaction Work Group** gathers feedback from parents/guardians and undertakes projects to respond to parental concerns, empower and engage families, and educate caregivers. Seeking members from across the agency as well as parent/guardians. Representation from the Southern region is especially needed. Bill Waller chairs the Work Group. Contact him at wwaller@ycs.org

Work Groups generally meet every other month. Members review results of satisfaction surveys and other data, identify areas for improvement, create and carry out steps for improvement. For more information, please contact Matthew Hopkins, Manager of Program Evaluation at mhopkins@ycs.org

The QAPI Department would like to welcome Rebecca St. Pierre to YCS as the Quality Assurance Analyst. Rebecca started working in the social service industry in 2002. Rebecca's experience includes work as a Transitional Teacher, House Manager, Lead Investigator, Regional Manager, and Director of Adult Day Services. With all of her experience in the area of Developmental Disabilities, Rebecca makes a great addition to the QAPI team. Rebecca will be focusing her attention on YCS DD Programs and Environment of Care across the agency.

YCS Reporting Policy

YCS is steadfastly committed to safeguarding the wellbeing of every employee and client in our care. But, in an agency with over 3,000 employees and clients, we need your eyes and ears to ensure that everyone feels safe and valued at every site.

We understand that workplace violations can be confusing to identify and uncomfortable to confront. However, by encouraging a speak-up culture that promotes inclusion, honesty and safety we want employees to feel empowered and comfortable to stand up when a violation occurs. Hence, we are implementing a process to report dangerous or suspicious activities.

YCS requires that an employee report all incidents that conflict with YCS policy, training, mission statement, a client's Human Rights, and/or the law. Below is a step by step guide to assist you in determining who to report to and in what circumstances.

If you see something, say something.

A. Reporting to Your Supervisor

1. All events of concern to you should be reviewed with your direct supervisor utilizing the supervision process.
2. If your supervisor is involved in the situation that you want to report, reach out directly to your Program Director.
3. Reports of suspected misconduct/wrongdoing at the program should be reported to your direct supervisor immediately.
4. If your Program Director is involved in the situation that you want to report, reach out directly to the Regional Director, VP, or Principal.

B. Reporting to Human Resources

If, after exhausting all of your attempts to address the issue within your program and through your supervisor have not been resolved reach out directly to your Regional HR Director/HR Manager.

C. Reporting to Compliance

1. YCS does not tolerate fraud, waste, or abuse in its operations or business dealings, and is committed to the prevention, detection and resolution of instances of conduct that do not conform to laws, regulations, requirements of payors or YCS policies. YCS holds those with which it conducts business to these same standards.
2. Conduct, which violates the aforementioned, is detrimental to the best interest of YCS and should be reported to the Compliance Officer.
3. YCS staff should not guess whether certain conduct is improper, but rather are encouraged to ask the Chief Quality and Compliance Officer, Jaime Fox (jfox@ycs.org or 201-341-6678) when there are any questions or concerns related to compliance issues.

D. Reporting to Institutional Abuse (IA)

1. NJ law states that any person having reasonable cause to believe that an individual may be subjected to abuse, neglect or exploitation must directly report this information immediately to the appropriate authorities.
2. For clients age 18 and under, contact Central Screening of Institutional Abuse at 1-877-NJABUSE.
3. For clients over 18, report to the county Adult Protective Services (APS) office <https://www.state.nj.us/humanservices/doas/home/adultpsp.html>
4. Allegations of abuse, neglect or exploitation also must be reported to DCF and DHS via the Unusual Incident Reporting process.

E. Reporting to the Ombudsperson

1. An Ombudsperson is a neutral and independent person appointed to review complaints within the agency.
2. The Ombudsperson handles all complaints raised by employees, clients and/or their families in an efficient, timely and effective manner through review, investigation, resolution and response.
3. To reach the Ombudsperson contact - Gina Castro, Office of the President and Ombudsman at gina.castro@ycs.org OR 201-678-1312.
4. There is also an anonymous form on our website. If you do not feel comfortable making a report directly but want to make sure your observation is heard, you can fill out the attached form which will be launched on our website. Once completed the form is auto linked to Ms. Castro's office, in order to maintain full confidentiality of the sender.

"IF YOU SEE SOMETHING, SAY SOMETHING"

Reminders from Nursing

PLEASE CONTINUE TAKING COVID PRECAUTIONS



**Flu shot?
Yes most definitely.
We encourage you to get it.**

**Covered by insurance and available
almost everywhere.**

Message from Communications

For your program to be featured in the next issue of Inside YCS, please be on the lookout for our emails requesting submissions. We look forward to sharing your accomplishments!


Contest!!



The YCS Wheel of Fortune Contest

One lucky winner will win a \$25 TD Bank Gift Card!

How to Play

1. Look for the letters that are scattered throughout the Newsletter. 
2. Arrange the letters to solve the puzzle above.
3. The category is Food or Drink.
4. Once you solve the puzzle, email your answer to info@ycs.org with the subject line, Wheel of Fortune Contest.
5. All contestants with the correct answer will be entered in the drawing to select the winner.

The deadline to enter is 5:00pm November 19th.

Winner will be selected and announced on November 23rd.



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