

VISION

To open up the world to people to encourage them to experience everything it has to offer; communicate effectively; and to be as healthy, safe, and financially secure as possible. experience everything it has to offer; to communicate

For people to feel good about themselves and their relationships with others, to have fun, be happy, and have meaningful things to do.

For people to live in safe and decent neighborhoods where they are accepted, valued, and respected including their cultural preferences.

To guide people on their journey to discover their abilities, talents, and desires by empowering them to be interdependent; to encourage people to make their own choices and decisions so they will have control over their own lives, and over the services and supports they use.



STEP News

May 2005 Volume 11/Issue 18

Growth

When STEP moved into it's first "office" in an apartment off Howe Ave, who would have ever predicted the growth we would experience. In just ten years we have gone from under 20 consumers to over 200 receiving services. We have recently expanded services in to the Eureka area and also to Yuba City.

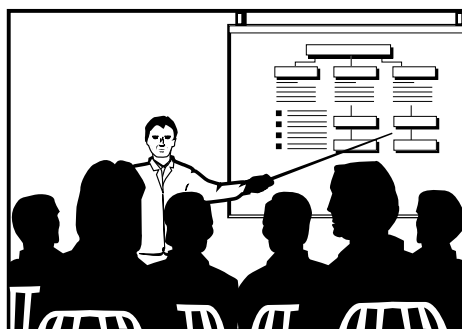
In Eureka, we are providing ILS services and owe all the success there to Jennie and Sarah Nixon. They have worked hard to establish a name for STEP in that area and as a result of their follow though on our Values, the process of beginning SLS services went very smoothly. We will be approved to provide SLS June 1, 2005. Eureka is a beautiful and unique part of California with its own culture and challenges which makes the venture even more exciting. Jennie and Sarah will be publishing a Eureka Services update monthly in this newsletter so we all know what's happening there and can support them in their work.

We recently began providing ILS services in Yuba City and received several referrals soon after our presentation to Regional Center staff. We have two ILS Instructors, Tracy and Shelley Taylor, working there in ILS. We anticipate providing SLS services as well in the future. We recently found a great office there and Anna Shands and Heather Campbell have been traveling back and forth to get ILS up and running.

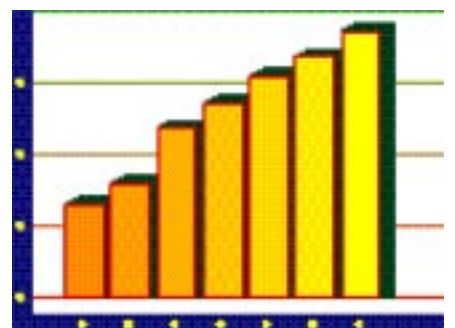
We fell so fortunate to have so many well-trained and committed people who make things happen for the people we support every day. We look forward to the future and know STEP will always be in the forefront- these are exciting times!

MELANIE BAZILE-FERNANDEZ

PROGRESS



GROWTH



STEP STARS

S

Mike Bachman: Thanks for taking on 2 additional clients and starting the assessments.

Ayren Gabrielson- Thank-you for your seemingly straight-forwardness. It is appreciated and taken note of for future references.

Thurston -your wonderful hospitality is appreciated.

Diane Benton-Thanks for sticking with it and helping to support Rene.

Melani Rogers- Thanks for being so flexible with your caseload. We really appreciate it.

Lisa Barrows-Thank-you for listening and caring. You are a great co-worker and a terrific person.

June Klock- Thanks so much for your on going dedication and support for Kirsten.

Annette Butler: Thanks for assisting Howard during his recent surgery.

Sophia-you have been there for your client and are appreciated for it.

Thank you to the employees who went on the trip to Disneyland. Because of you this trip was a success.

Charlene and Ayren- Your assistance with the 401k packets during a time crunch was GREATLY appreciated.

Jason Skinner: Thanks for helping Oscar with all his medical changes and needs.

Mike Martin- Thanks for assisting Stan in filing a police report recently and reinforcing how and when to use 9-1-1.

Gloria Goode: Thanks for sticking it out and supporting Judy during this tough time.

Jaimie Dillard- Thanks for the extra support for Judy at her medical appointments.

David Smith and Veronica Avery your dedication to the client you work with is wonderful. Thank you so much for hanging in there.

Lisa B- thank you for helping design and make a new form!

To All the SLS Coordinators- thanks for working on those evaluations!

Jerry H.- Thank you for being willing to do extra things.

Congratulations to Tara Wood for her contribution to the STEP newsletter

Jacquie D-F & Melanie-B-F- Thank-you for your professionalism and your dedication to your employees. Because of this, I am able to focus, remember my priorities, and do my job well.

Mason-your teamwork in spending time with a client on short notice was awesome!

Becky Byng- Thank-you for all the desserts at the end of the day and your dedication to providing for STEP and it's guests. You rock!

Leigh Penny- we appreciate your participation in the new employee orientation and helping with the recent PA training.

Mike Partee- thank you for filling in on short notice.

Beth Joiner -thank you for advocating for quality services.

Sheila Howes- Motley-your flexibility is appreciated.

Charlene R.-Thanks 4 being who you r, we notice all you help at STEP

Allen- we appreciate your positive energy and optimism.

Steve Austin-thanks for being flexible.

Patti Dixon-Thanks for always listening.

Nicole Kitcehn, your furniture donation was greatly appreciated.

Lakiya Lowe- You are always smiling and that helps our day. Thank-you!

Lisan Langley and Rich Faringer-you are appreciated for your positive public relations with family members.

Jan Jesse, Diane Benton, Doug Findlay-your help at the front desk was exceptional!

ALL PERSONAL ATTENDANTS- Thanks to all who attended the the PA Training on May9th. Your attendance was greatly appreciated!



T

E

P

Happy Birthday

Terry Theiriot 6/2
Antonio Brown 6/2
Lakiya Lowe 6/3
Aurthur Morriese 6/3
Howard Gonsalves 6/4
Kevin Marsh 6/4
Diana Manning 6/4
Dennis Stancill 6/5
Herman Collier 6/5
Michelle Haley 6/6
Lashonda Lovette 6/8
Jewel Anderson 6/8
Evetta Hornbeck 6/9
Leland Mason 6/9
Brian Stevens 6/9
Stacie Smith 6/10
Diana Miller 6/11
Lisa Barrows 6/12
Coralee Smith 6/15
Charles Waters, Jr. 6/15
Sadie Cromwell 6/15
Wendy Forde 6/16
Sheryl Jones 6/16
Sean Hauschildt 6/17
Mathew Spanton 6/18
Stanley Winkle 6/18
Brian Clark 6/19
Joan Silveira 6/21
Leslie Sandford 6/21
Cesar Morales 6/21
Susan Stacy 6/21
Crystal Hatch 6/21
Jesse Ballard 6/23
Reyna Pinol 6/23
Casey Stokes 6/24
Stanley Willis 6/24
Alex Estrella 6/25
Judith McDonough 6/26



Human Resources

Benefits information:

OPEN ENROLLMENT FOR 401K

Meeting is set for June 22 at 12:30 to 2:30.

Qualifications for the 401k are:

1. One year of service
2. Twenty-one years of age
3. At least 1000 hours worked in the past year

Please plan to attend if you are interested in signing up for this excellent benefit.

Some of you have had questions about the Advice Path plan being offered by Invesmart to assist you with your retirement planning.

For those of you that missed the opportunity to sign up for that, you will be able to do so after the June blackout period. More details to follow...

Patti Dixon

ASK LISA

QUESTION:

If I am getting most of my hours paid by IHSS do I still get vacation time and or sick time?

ANSWER:

Yes you do, all of the hours that you work (as long as you are working at least 64 hours a pay period) go towards your benefits and accrual (Sick, Vacation, Medical, Dental)

Once again I thank you for your questions :)

Lisa Barrows

S

C.A.C.

THE NEXT CONCUMER ADVISORY COMMITTEE (C.A.C.) MEETING IS ON JUNE 13TH, 2005. IT BEGINS AT 3:00 PM AND ENDS AT 5:00 PM AT THE S.T.E.P. OFFICE. LOOK FORWARD TO SEEING YOU THERE!

PLEASE SEE MORE C.A.C. ON THE FOLLOWING PAGES

E

P.A.A.C.

The next Personal Attendant Advisory Committee meeting will be held on May 23rd at the STEP building in classrooms 1 & 2. Please bring all completed questionnaire packets when you attend. There was concern regarding having coverage for your time scheduled to work. Please make sure to give your Supervisor advance notice that you would like to attend so that coverage can be arranged. Thank-you to all who have been attending regularly to discuss your position as a Personal Attendant here at STEP.

Please submit all e-mail addresses to Charlene if you would like the newsletter and other notices e-mailed to you. You may submit your email address to Charlene@stepsite.com.

P

A Day in the Life of Tara

No one said life would be a cherry pie, that sounded like something Sinatra or someone in "The Rat Pack" would say. Like the concept of Murphy's Law the reality of the idea life wasn't easy hit me like a ton of stones. With the intelligent thought of a two year old learning the abc's and they keep repeating it just to hear every 1.8 mothers smile and grin that their kid is the smartest of them all. After work and a therapeutic editing session with Charlene, I went to Subway to feed the demands of my stomach. I let my stomach lead as I gave my order to a young lady about my age, and I waited rather impatiently for her to make my sandwich. She pointed at her co-worker, "I just take your order, "she'll make your sandwich. I shrugged, and I suppose I forgot what it was like to eat by myself. She passed me off to the next employee and I knew that this sandwich shop had forgotten to take its "happy" pills. \$4.08, the lady barked. She waited for me to dish the cash. As I fumbled into my wallet to retrieve the money, \$4.08, she commanded and I shook in my figurative boots, " Do you have it or not?" Her voice like a sonic boom in my ear. I gave her all of the money I had in my wallet able to side step their bad moods at least for one day.

My next stop whilst I was waiting for the bus was the 99 cent store. I drove very briskly down the isle as if I were a child at Disneyland, looking for nothing in particular. I just had an itch to shop even if all I had was three dollars in my pocket, and it was all in change. Change never goes as far as one would like it to go in that store, one minute you are spending a dollar when a person is finally ready to leave they can expect to spend at least twenty-five. It'll be hard to obtain my laptop if I keep spending it so frugally. My roommate suggested that I keep my money at Step if I was so worried about it. A girl my age forms a very special relationship with money and now that I'm finally getting some of my own, it becomes increasingly difficult to part with.

I will admit to some hurt pride when I was working on my article. I found out that I would not be paid for my valiant efforts as a journalist which hurts me not only because I boasted about the position to my friends and family that I would be published, but I need financial rescuing from the bank because I overdrew. I exhibited poor journalistic behavior and would like to continue submission to the newsletter because of my passion that lies deeply inside of my soul for the written word. When I arrived home, it was a sweet relief to come into familiar territory, my room held within itself my computer and my music both are somehow healing for me for the sole reason that when I write something the personality that I have trouble showing to the outside world flows rather easily on paper.

I have been drifting further and further from my significant other and lately I've wondered if we are still as in love as we once were. He hasn't been calling because he's been in the middle of a move and finals, which finished early.

In the next newsletter we will discuss disabled teens and depression.

Signing off,

Tara Wood

**Tara Wood will now be the CAC columnist and
Chuck Betts will be the CAC photographer.**

Please look for more to come...

SLS -HEARING

S

Several clients recently went to Disneyland. Everyone had a wonderful time. Randy Cobb did a great job coordinating this trip and overcoming any obstacle he encountered. They all wish that they had more time there. Each week the hearing SLS team has been recognizing some personal attendants with a phone call, i.e. Wendell, Nicola, Chaundrus, Patricia, Julie to name a few. Congratulations to Cindy on doing a good job with her mobility training and striving for more independence. The hearing SLS team would like to thank the clients who are on the client advisory committee and who give their input about services at STEP. Your feedback is invaluable. We are very proud of Mathew Callahan who has a one man art show on display at the Allen Short Center. Thank you for sharing your talents with other people.

E

PATTI UPLINGER

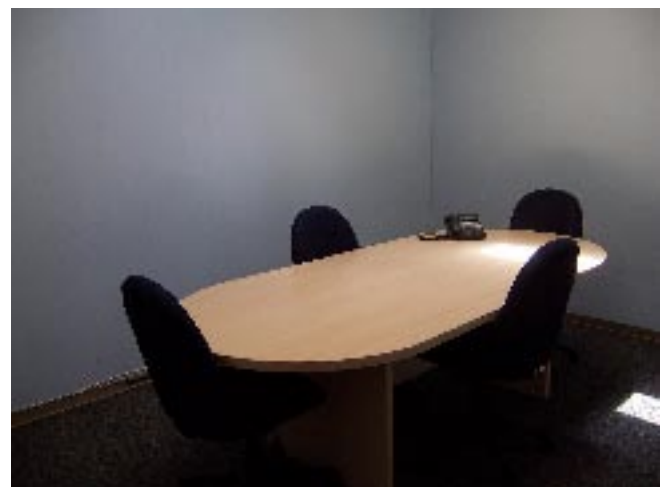
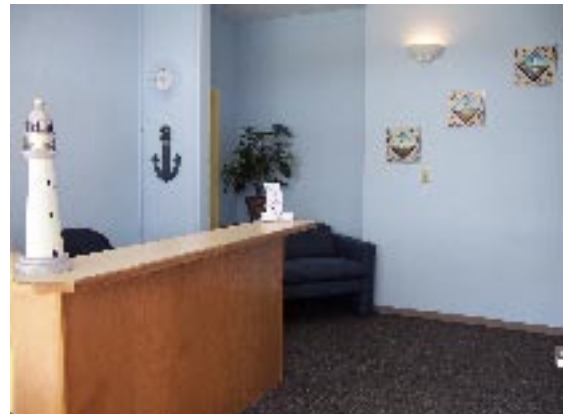
"WE BELIEVE EACH PERSON HAS MANY UNTAPPED TALENTS AND THE PEOPLE WE SUPPORT ARE PEOPLE LIKE EVERYONE ELSE."

REDWOOD COAST UPDATE



T

The Eureka office is growing! We have our office all up and running and are currently serving 15 ILS consumers and have just been approved to start SLS. We would also like to welcome the latest addition to our team, our new ILS instructor Paula Bryant!



We will have more for you next month!

JENNIE & SARAH NIXON

P

ILS

Yuba City is up and running! We already have 8 referrals as well as 2 new employees. We would like to welcome Tracy Cummins and Shelly Taylor. The new office is coming together. Hopefully we will have phones and chairs soon. The Eureka office is flourishing. We have had to hire a new employee, please welcome Paula. The SLS rate has been approved and we will be taking on new SLS clients soon.

The Introduction to ILS Video is currently under production and will be completed by June 1st. Thanks to all staff and clients who have volunteered their time to participate in this memorable video.

This month's Parenting Support Group meeting will be reviewing First Aid/CPR. There will be an outside speaker, Stacy Hilliard, coming in to teach the class. The class will be held in the STEP Office on May 19th at 3:30-5:00pm.

Anna Shands & Heather Campbell

DROPS OF LOVE MAKE A
RIVER OF FORGIVENESS.
A RIVER OF FORGIVENESS
MAKES AN OCEAN OF
PEACE.

CONTRIBUTED BY:

KENNETH O'HOTTO
WEST ST. PAUL, MINNESOTA

Any articles, announcements, STARS, and resource information is welcome. The deadline for the next newsletter is 6/15/05.

Jen's Trivia Question:

Be the first person to visit *Jen Jones's* office with the correct answer and receive a prize:

LAST MONTH'S WINNER:
Ayren Gabrielson - \$10 gas card.

ANSWER: The Speedwell,
THIS MONTH'S

QUESTION:

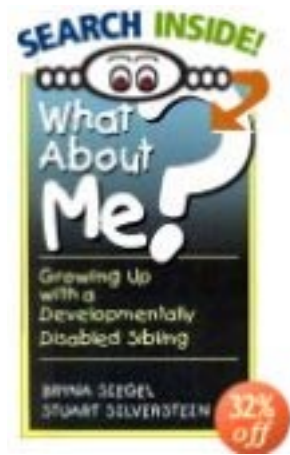
Complete the old saying: A swarm of bees in May is worth _____, a swarm of bees in June is worth _____, a swarm of bees in July _____."

Anonymous 1850.

NOTE: AN INDIVIDUAL CAN WIN ONCE EVERY 3 MONTHS.

"Not merely what we do, but what we try to do and why, are the true

interpreters of what we are." -C.H. Woodward



Informative and Interesting!

•Personal and Clinical Perspectives on Siblings of Developmentally Disabled Children and Adults

• A Personal Story
• The "Labeling" of People with Developmentally Disabilities

•What Research Tells Us about the Brothers and Sisters of Developmentally Disabled Children

•The Relationship between the Parents

• Coping and Defending: Applying the Adult Children of Alcoholics Model

•Characteristics of the Withdrawn Child In Adolescence and Adulthood

•Defining Parentification and it's Circumstances

•Legal Aspects of Becoming Your Brother's Keeper

• Promoting a Healthy Family; The Mental Age Gap

•Superachieving and Perfectionism and much, much more!

You can order this book at Amazon.com

Personal vs. Professional: Crossing the Divide

Issues such as long-term illness, bereavement, substance abuse and depression affect many, and cannot always be left at the door when employees come to work. A true test of management leadership is how you handle an employee's personal issues when they affect the workplace. Learn to handle these issues sensitively and correctly, for the good of both the individual employee and your workplace. Three ideas:

Involve others.

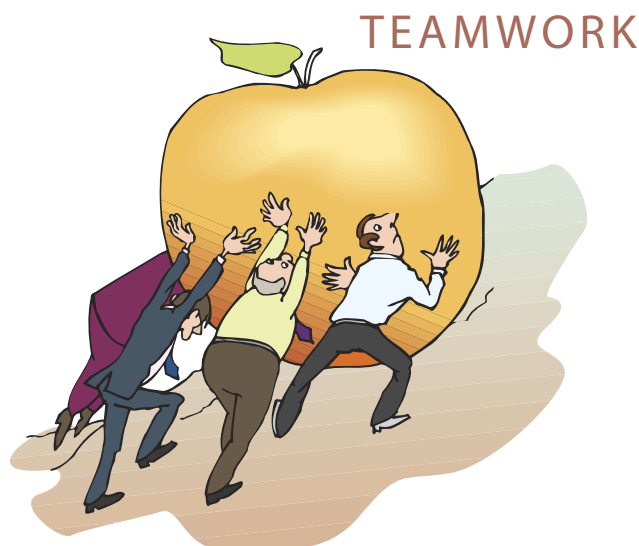
Respect the person's privacy, but understand that one employee's personal events impact an entire team, department or project. People may feel angry, helpless or like they want to get involved. Acknowledge the problem, and discuss a strategy for dealing with it as a group. Allow people to pitch in to help with workload, planning and appropriate expressions of compassion. Often the best ideas for dealing with a problem will come from a person's closest co-workers.

Be willing to break new ground.

You probably have firm boundaries set up between the personal and the professional when it comes to interacting with your employees. In cases like these, however, you may have to cross the line. Don't be afraid to bring up your concerns and show compassion, to acknowledge an employee's emotions and to recommend solutions that take the full measure of the person's suffering into account.

Take a personal approach.

An ethical company stands behind its employees. Sometimes you have to lean on your own values to help you make the right decisions regarding workload, time off and support for an employee who is suffering. Follow company policy and legal guidelines, but don't forget to lead with compassion and understanding as well



TOP TEN THINGS TO SAY WHEN YOU FALL ASLEEP AT YOUR DESK

10. "They told me at the Blood Bank this might happen."
9. "This is just a 15 minute power nap they raved about in the Time Management course you sent me to."
8. "Whew! Guess I left the top off the White Out. You probably just got here in time."
7. "I wasn't sleeping, I was meditating on the mission statement and envisioning a new business strategy."
6. "I was testing my keyboard for drool resistance."
5. "I was doing a highly specific Yoga exercise to relieve work-related stress."
4. "Darn, Why did you interrupt me? I almost figured out how to handle that big accounting problem."
3. "Did you ever notice sounds coming out of these keyboards when you put your ear down real close?"
2. "Who put decaf in the wrong pot?"
1. AND THE NUMBER ONE BEST THING TO SAY IF YOU GET CAUGHT SLEEPING AT YOUR DESK.....Raise your head slowly and say....."In Jesus name, Amen."



C.A.C.

This Month,s Meeting Of the C.AC

The members of C.AC exploded with ideas as we gathered around the table, we appeared as if we were Knights Of The Round Table eager to voice ideas on how we could make the already wonderful agency that supports us-even better. I felt privileged to finally be around peers who shared my equal intelligence after 20 years of having no one to share my sorrows and joy. We started going over the book we had that were filled with the information on how agency hires staff to work for the company. Along with: job descriptions, P.A. Training list Step guidelines, interview questions, and salary. Excitement irrupted in the room from everyone but me, hiring people has never been one of my strong suites and nether has firing people for that matter.

Next, in the meeting was the distribution of duties. One of us got the duty of takin4g photographs along side me, one of us took the most daunting of the tasks and volunteered to be the first of the CAC members on the interview panel, one of us will take a seat next to one of the owners assisting in Orientation, and lastly you have myself as your faithful CAC/Step reporter bringing you the latest in CAC events and issues.

C.A.C. CONTINUED

The Consumer Advisory Committee is inviting PAI (protection Advocacy Inc) to show us how to safely protect ourselves from sexual assault. Unfortunately their presentation will come a little to late for me, one of my classmates with ruthlessly ravaged against her will just one month ago.

A widely common issue we all seemed to have an opinion about is our staff. Whether it is communication, tolerance, or just being uncomfortable. We found that strangely we all needed assistance in that area. I believe that it was a shock to all of us; at least it was to me how many questions we had about how to communicate with the ones we share space with sometimes, almost daily

Tune in next month for more news and information about the CAC

A Guide to Effective Feedback

Learn how to comment on your employees' performance in a way that is free from personal judgment and that motivates them to excel.

Tips:

- **Be specific.** Tie feedback to an incident or issue, instead of making it too general. Example: "I have noticed that your last two projects came in after the deadline," is better than "You're not pulling your weight."
- **Have a consistent message.** Don't soften feedback by saying something positive followed by a negative. Example: "You've done a great job for us, but ..." Deliver praise when it's due, but separate it from constructive feedback. Mixing messages sets you up as a person who can't be believed or trusted.
- **Show you care.** Feedback sessions are no time for anger, sarcasm or joking. Be sensitive to the employee's reactions, and show that you take the act of giving feedback seriously.
- **Deliver feedback in person.** Avoid giving feedback via e-mail or voice mail. Set up a face-to-face meeting.
- **Use the right phrase.** Try "I" phrases instead of "you" ones, so that you don't place blame. Examples: "I have noticed" ... "It has come to my attention" ... "I have seen." Avoid using "need to" or "should."

Remember:

Feedback is based on what you have observed about an employee's performance, not about who he or she is as a person. Strive to make feedback objective and free from interpretation, and to focus on a solution that works for both of you.

STEP: Perspectivized! (?)

It's the story for this phase of life
Filled with laughter, wonder, strife
Minute to minute the mood can change
We find it all so very strange

Whether PA, Coordinator, Director, HR
A piece of this puzzle you definitely are
Without you and I, together, this could not be
It's really not so hard to see

The cubicle buzz, the house meeting chat
The PA grapevine and the client's cat
It wouldn't be one without all of the rest
It's the type of work that we like the best

A helping hand I've lent to you
Cuz lord knows I've needed a time or two
Its teamwork makes the thing go round
That lifts us up when we are down

So remember there's me, there's them, there's you
There's pats on the back and frustrations too
But together we'll make it the best that we can
With encouragement, laughs, and a helping hand

Thank'd, formulated, and written by Mason Leland