

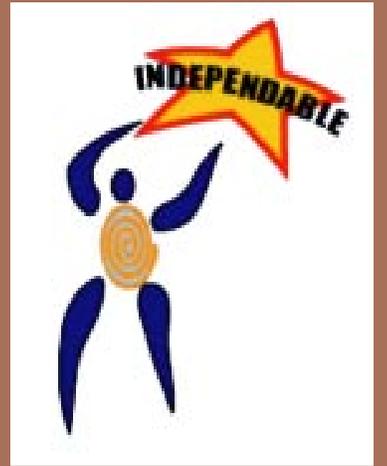
VISION - HAPPY NEW YEAR!

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

January 2005 Volume 6/Issue 13

The Vale of Dependability

What do we value, well currently it is the reliable, dependable employee you can count on to be there.

In the life of those we support what we see over years is the need for consistency, for them to know what to expect, that people follow through on their commitment and that they are there. If we break that down to the simplest of terms it would be attendance and timeliness, that seems trivial doesn't it, but every time someone calls in for work or is late there is a ripple effect to the consumer you were suppose to work with, the consumers who may be effected as everyone is re-assigned to ensure coverage and as well the expectation the person may have had for the day based on the planning they did with you, not the substitute but with the person who works with them directly. When we call in sick, we call in for whatever reason be it personal, and sometimes we truly are sick, but is it at a reasonable level and is it for a reasonable excuse, a Dr. appointment that we forgot to tell someone about and just remembered a day prior, we overslept, we are just not feeling like working today, whatever the excuse may be there is and always will be a ripple effect.

So today I want to recognize the employees who show up, are timely, are dependable are reliable, you are VALUED! By the consumers, by your supervisors by your team. They know you can be counted on to follow through on commitments you have made because you are there everyday doing your job. I thank you, everyone, it is recognized, it is appreciated and it matters.

For those who this has struck a chord on your own attendance please consider your ripple effect and become the employee you want everyone to see, embody Value #12 "We believe that people we support deserve staff who are passionate, creative, reliable, respectful and embody STEP values"

That is your mission for this month and everyday. Again, thank you for those who continue to be reliable and dependable, we notice and it makes a daily difference.

Jacquie Dillard-Foss

STEP STARS

S

Personal Attendants- Thank-you to all who showed up for the first PA Advisory Committee meeting. There were a lot of important issues discussed because you took the time and effort to be there.

Sam Holden and Christy Schoneman:-Thanks for making the meeting with Alex and his family run smoothly

Angela Olson:- Thanks for all of the team work, dedication and passion you have shown in your ILS position. We will miss you in the ILS Unit!

Mike Kelley:-Thank you for being so dedicated and observant with your folks. I am sure Romilda appreciates all you have done for her.

Charlene Beck:-Thanks for always being so flexible.

Diane Benton- I know the next few months will be tough for you and Kim, but I am sure she appreciates all of your concern and dedication. I know we do!

Doug Findlay- Way to be creative with a touchy situation at Gary and Dee's. Thanks for thinking outside the box!

June Klock: Thanks for just going with the flow with Casey. I appreciate the flexibility and calmness you have shown through this.

Michelle Armstrong and Christy Schoneman and Jaimie Dillard: Thanks for all of the support you have given to Scott Aamold.

Stephanie Tate and Melani Rogers: Thanks for taking up while Gloria has been sick.

Jason Skinner: Thank you for your ongoing study habits with Oscar. He could pass his permit test.

Jude de la concepcion: Thanks for all the support and dedication you have shown with Kenny.

Thank you- Charlene, Bonnie and Ayren for helping prepare for open enrollment. Patti D appreciates your willing assistance more than you know!

Dorothy Tyler- for making Jason's house into a home!

Carl Weidman and Mike Partee-for helping with Thurston move.

Tammy Smith -for all your extra effort with Debbie.

Derrell Beaty -for your good communication.

Zipporah Gaines- for your flexibility and continued support to our clients.

Lakiya Lowe- for being so reliable and doing a great job with your clients

Steve Austin -for helping make it a smooth transition with your new roommate.

Wendel D.- for filling in whenever needed and doing such an awesome job!

Mason Leleand and Rich Faringer -for their tremendous support!

Sheryl Jones- for being so flexible!

Ayren thanks-everyone who updated and turned in the facesheets. This helps a lot

Jacque Dillard-Foss - Thank-you for putting together the evening for teambuilding. All had fun and are very appreciative!

Jimmy Richards would like to thank all who contributed to the baskets for Christmas! Jimmy had a wonderful dinner. Thank-you, very much!

"If we are facing in the right direction, all we have to do is keep on walking."

P

Happy Birthday

RANA CLOYD 2/1
KATHARINA HECKLEY 2/1
SHIRLEY QUICK 2/3
BRENT COGSWELL 2/3
MELANI ROGERS 2/3
JEFFREY SEVALL 2/4
DAVID GEHRI 2/4
HOLLY AHRENS 2/5
NIKI DAVIS 2/5
GEORGE BASQUEZ 2/5
HEIDI SKINNER 2/5
KENYON CAHILL 2/5
SHELLY PINA 2/6
REBECCA RICHARDSON 2/6
DEANA WOREL 2/7
RICK HODGKINS 2/7
CLAYTON HIBBEN 2/7
CAROL MACK 2/8
BARRY KREMS 2/9
JAMES FOX 2/13
MARISKA BRINKLEY 2/13
HEATHER CAMPBELL 2/13
THURSTON MILLER 2/15
ROMITESH MAHARAJ 2/15
ROY COGSWELL 2/16
JACQUELINE TENNY 2/16
DESLIN MALONE 2/18
ALEXANDRE SILVA 2/19
MICHAEL BACHMAN 2/21
JERRY HADLEY 2/24
CYNTHIA ALLEN 2/25
NANCY CLYDE 2/25
THERESA GROSSKOPF 2/25
CAREY BAXTER 2/25
MACIAS MARC 2/27
DIONNE NIXON 2/28
HEATHER STRELLA 2/26
STEPHEN LEWIS 2/26

MAY YOU HAVE MANY,
MANY MORE!



Human Resources

S

OUT OF PAYROLL

Make sure your SOCIAL SECURITY NUMBERS and ADDRESSES are correct on your pay stub. At the end of the month your W-2's will be sent out in the mail.

Thank-you

ROBIN MCGURRAN

The Open Orientation had a great turnout and Patti Dixon, along with STEP would like to say thank-you to all who attended and assisted.

Your participation and interest are greatly appreciated!

P

Human Resources

REMINDER:

All forms for insurance are due to Patti Dixon by 12:00 noon on February 28th!

We want to ensure a smooth transition. Your follow through is greatly appreciated!

T

Policy Review:

E

Change of Information on page 4-3 of your handbook.

"Employees are responsible for notifying, in writing, the Human Resource Department of any changes in: address, phone, marital status, etc..." Tax forms will be mailed out this month, please make sure you have filled out a change of address form if you have moved in order to avoid any delays.

SLS -HEARING

S

The Hearing SLS unit is working hard to train new coordinators. We would like to welcome Angela Olsen as she makes her move from ILS to our unit. We also welcome Lucy Ferguson and Jamie Young. Our unit also wishes to express congratulations to the other two recipients of the PA of the Year Award: Patricia Lee and Nicole Kitchen. Thanks for all your hard work! Our client of the year award went to Leigh Penny. Congratulations Leigh. We are sad to see William Marks move over to the ILS unit but we wish him well in his new position. **We want to remind everyone that there is a PA training on March 14 from 9:30-11:30 at the STEP office.**

SLS- Deaf

First of all, we want to say Happy New year of 2005. Our unit have made a committment to come together and assist our consumers in becoming more successful with their independent abilities. We want to say thanks to those of you who attended PA committee last month. It had shown that you are motivated to participate and wanted to work as a team to make our SLS unit successful. Keep it up! We want to give a warm welcome to some of our new PA's and we want you to feel free to introduce yourselves to them.

Reminder:

there is PA meeting this coming February, but we will make an announcement of date and time as soon as possible. Keep up with all your good work.

Thanks!

DIANA MILLER

P

Day Program

Next STEP

Yup!!!

You ask for it, you got it!

It's Snow Time Again!

Come Join

Joe's Joint and ETC

As we explore the beauty of Bear Valley

February 11-13-05

\$175

Includes:

- Two night stay at ETC's winter cabin
- Four Meals
- Snacks
- Equipment Loan
- Extra Loaner clothing
- An Abundance of Trained Experienced Winter Guides
- Cross CountrySki/Snow Shoe/sit ski Instruction
- At Least one Snow Ball fight
- Tons and Tons of Fun!!!

Transportations will be collaborative; please let us know if you can provide transportation Please contact Stephanie Sgro at ext. #109 for more information.

E

CONGRATULATIONS!

To WILLIAM MARKS on his performance during STEP's Teambuilding. We were honored to be there to support William and we had a great time. The Pageant was terrific and everyone was hysterical with laughter. Please see Michelle Armstrong for details as the "Miss Glamouress Pageant" is still showing at the Studio Theatre. Some of us are returnng for a repeat performance. GREAT JOB WILLIAM!! (and watch those roller skates :))

ILS

ILS Unit would like to welcome William Marks so please make him feel like part of the team. Our unit wishes Angela Olson the best of luck in her new position as an SLS coordinator, we really appreciate all of the hard work and dedication you have shown. You were a great team player and we know you will do great!

We have taken on several new clients in the last month and will be taking a couple more in January. Jennifer Alloway will be moving down from Lake Tahoe! Tanika Davenport, Phylis Mahen, Shyanna Mendes, and we finally found LaShonda Lovette after 3 months!! Kirsten Carmichael will be moving to the ILS department in Febuary and Alex Nero will FINNALLY be moving out of grandmas house and into the SLS department.

The Parent Support Group will be meeting again on February 17th, from 3:30 to 5pm. Michelle Armstrong will be teaching "Discipline/Building Trust with your Children"- please see posted flier.

SANDEE NIEVES

IF YOU NOTICE A SAFETY HAZARD, PLEASE REPORT IT TO JEN JONES IMMEDIATELY! leave a note in her box, outside of her office. Thank-you!

Any articles, announcements, STARS, and resource information is welcome. The deadline for the next newsletter is 2/15/05.

Jen's Trivia Question: What is the name of the skin that hangs from a turkey's neck?

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

ANSWER TO LAST MONTH'S QUESTION:

"SOUTH"

WINNER: MIKE JONES

NEW QUESTION:
What does the word "Valentine" mean?

Next PA Advisory Committee Meeting:
January 24th, 2005
9:00 am - 11:00 am

Please re-submit all e-mail addresses to Charlene if you would like the newsletter and other notices e-mailed to you. There was a computer "gliche" so all was lost. Thank-you and please re-submit your e-mail.



Charlene Rhodes

(Each month a new office staff)

- Performs support tasks that are administrative in nature for Directors, primarily Jacquie, Kelly & Melanie (Examples of work performed may include a broad range of complex responsibilities involving confidential or technical information, such as compiling reports, furnishing information, scheduling meetings and preparing agendas, responding to routine correspondence, researching background material, and responding to visitors and telephones calls.
- Assists other Directors when able, and with instructed by above named Directors.
- Newsletter-Compiles and publishes monthly
- IHSS-Assists with obtaining signatures and copies for Provider/Enrollment Agreements
- Graphics-scanning,copies of prints, negatives, pictures, clipart, etc to use on computers for different projects such as fliers, portfolios, STEP website, announcements, etc.
- Movies, Power Point, Slide shows, etc.(assists with these projects)
- Resource Library-maintain, research information and materials for STEP and assists with graphics and info for Library on STEP website.
- Assists new applicants on computers
- Recognition- (in processing of re-vamping for current year)
- PA Advisory Committee-Assists Personal Attendants in obtaining solutions to concerns and answering questions regarding their employment at STEP and the work they do for the Consumers
- MPN-Checks for and sends the Monthly Progress Notes to Alta.
- Assists with putting together packages, portfolios, folders, etc. for various projects (Consulting, presentations, etc.)
- In Addition- To assists Consumers and Staff with various projects when able and as needed.
- Provide support to Office Staff when necessary.

PARENTING - AT IT'S BEST!

Michelle Armstrong and her co-workers, show the families how to have fun...., on a budget! Twister is a fun way to bring families closer together!

Pardon the pun!

All are at least interested....,



If at first skeptical



All have a terrific timelaughing and smiling while learning how to save.



Just goes to show that people can have fun without spending a lot of money!

Way To Go STEP Parenting!!



What's Up? Absenteeism

Unscheduled absenteeism climbed to a five-year high of 2.4 percent in 2004 - but only about two-fifths of employees calling in were actually sick. The remainder called in because of family issues (23 percent), personal needs (18 percent), stress (11 percent) and an entitlement mentality (10 percent), according to Harris Interactive. Researchers attribute some of the trend to a use-it-or-lose-it attitude that may have developed due to fewer sick days being offered and fewer companies allowing sick days to accrue from one year to the next. Another trend is that absenteeism was much higher at companies with poor or fair morale, 35 percent versus 1.9 percent at companies with good or very good morale. The moral? Pay attention to workplace satisfaction. It may be the single biggest factor that determines how employees use or abuse your organization's sick leave policy.

Healthy Living: QUICK TIPS: "Stress Relief"

Stress is unavoidable. Even the ideal job with the perfect co-workers will have some level of stress. Too much stress, though, can cause problems for you both in the workplace and at home.

Do you have too much stress? These are all indicators that your life is too stressful:

- * Habitual lateness or absenteeism at work.
- * Constant feelings of being overwhelmed.
- * Headaches, fatigue and sleeplessness.
- * Procrastinating on important projects.
- * Spending more time at work but accomplishing less.
- * Losing your sense of humor.

If you notice one or more of these early warning signs of stress in your life, it's time to do something about it. First, you need to identify the primary source of your stress. Some external sources of stress include the following kinds of people:

Disorganized co-workers. A disorganized co-worker can increase your stress by (usually unintentionally) dumping work on you, or forcing you to dig up information they've lost or forgotten. You can reduce their impact on you by candidly telling them how their disorganization is affecting you.

Complainers. Complainers can ruin morale, waste time and make routine meetings and projects extremely stressful. The best way to reduce stress from complainers is to deal with them swiftly. Respond quickly to their negative comments and, if necessary, approach them in private to let them know that, while you welcome constructive criticism, criticism just for the sake of it is not helpful to anyone.

There is another major source of stress: you! You may be the cause of much of your own stress. If so, here's how to manage it:

Change your perspective. How you look at things affects your stress level. Try to find the positives in situations that seem negative at first glance. Avoid jumping immediately to the worst conclusions.

Set goals. Set achievable, measurable goals for yourself each day. Break up large, imposing tasks into smaller, more easily do-able projects. That will help build a sense of accomplishment and relieve stress.

Source: "Arrest that Stress: How to Depressurize Your Work Life."

<http://www.briefings.com/cpr.asp?item=vc1180&m=061235-17646>

COMPUTER HELP CORNER

Using Auto Fill to Simplify Formulas

AutoFill is a great tool to copy and paste information or create a series (such as a list of dates, days of the week, or alphanumeric combinations). It can also be used to make formula entry much easier. Use the AutoFill handle (the small black square in the corner of the cell) to copy the formula to adjacent cells. Excel adjusts the cell references so that the formula calculates each row or column, instead of adding the same numbers over and over.

2. Naming Ranges

Save time by naming a range of cells that you select repeatedly. Just select the range, click the name box (located in the top left corner of the screen and usually contains A1 or another cell reference), type in a name (no spaces -- or some punctuation marks -- allowed), and press Enter. When you need to select that range, click on the drop-down arrow beside the name box and select the range from the list to quickly position your cursor at that range.

3. Auto-Calculate

Just need a quick total? Selecting multiple cells with numbers in them activates the Auto-Calculate feature, which appears in the AutoSum area on the toolbar at the bottom of the screen. (For example, if you select two cells containing a 5 and a 10, text will appear that reads Sum=15.) If you need another basic function instead, such as an average, you can right click on the AutoSum area and change the automatic calculation. The new calculation will be used until it is changed on that computer.

4. Hiding Formulas

You already know the basics of formatting -- changing background and font colors, font sizes, and number formats- but did you know you can use the Format Cells dialog box to hide and protect formulas as well? Just select a cell (or range of cells) that contains a formula, then go to Format --> Cells, and click on the Protection tab.

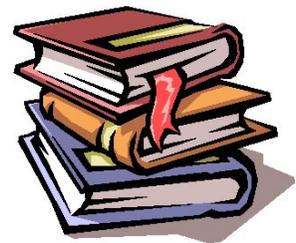
Check the box next to the word Hidden. After you protect the sheet, the formulas will not appear in the Formula Bar and will not be able to be audited.

5. Point and Click for Help

Do you need help with a button or feature, but can't search the Help files because you don't even know what it's called? If you hover your mouse cursor over a button for a few seconds, Excel automatically displays a Screen Tip (or yellow box) indicating the name of the button. Alternatively, if you go to Help --> What's This?, then click on any part of the screen, Excel

HEALTH EDUCATION LIAISON PROJECT

The Health Education Liaison Project would like to thank all of you for collaborating on development of client Individual Health Plans. For those who have not yet had an opportunity to offer feedback and suggestions, you will soon receive a draft of the new individual health plan for your review and comments. Additionally, appreciation is extended to all who participated in Dr. Ruth Ryan's visit this month and offering invaluable insights as she completed comprehensive health assessments and treatment plans for several of our clients receiving supported living services. It is hoped that Dr. Ryan's holistic approach and experienced based health plans can offer clients a pathway towards a more healthy and happy life and give those of us who support them the roadmap ensure success.



JAIMIE DILLARD

The Hospital Window

Two men, both seriously ill, occupied the same hospital room. One man was allowed to sit up in his bed for an hour each afternoon to help drain the fluid from his lungs. His bed was next to the room's only window. The other man had to spend all his time flat on his back. The men talked for hours on end. They spoke of their wives and families, their homes, their jobs, their involvement in the military service, where they had been on vacation.

Every afternoon when the man in the bed by the window could sit up, he would pass the time by describing to his roommate all the things he could see outside the window. The man in the other bed began to live for those one hour periods where his world would be broadened and enlivened by all the activity and color of the world outside. The window overlooked a park with a lovely lake. Ducks and swans played on the water while children sailed their model boats. Young lovers walked arm in arm amidst flowers of every color and a fine view of the city skyline could be seen in the distance. As the man by the window described all this in exquisite detail, the man on the other side of the room would close his eyes and imagine the picturesque

scene. One warm afternoon the man by the window described a parade passing by. Although the other man couldn't hear the band - he could see it in his mind's eye as the gentleman by the window portrayed it with descriptive words. Days and weeks passed. One morning, the day nurse arrived to bring water for their baths only to find the lifeless body of the man by the window, who had died peacefully in his sleep. She was saddened and called the hospital attendants to take the body away.

As soon as it seemed appropriate, the other man asked if he could be moved next to the window. The nurse was happy to make the switch, and after making sure he was comfortable, she left him alone. Slowly, painfully, he propped himself up on one elbow to take his first look at the real world outside. He strained to slowly turn to look out the window beside the bed. It faced a blank wall. The man asked the nurse what could have compelled his deceased roommate who had described such wonderful things outside this window. The nurse responded that the man was blind and could not even see the wall. She said, "Perhaps he just wanted to encourage you."

Epilogue: **There is tremendous happiness in making others happy, despite our own situations. Shared grief is half the sorrow, but happiness when shared, is doubled.** If you want to feel rich, just count all the things you have that money can't buy. **"Today is a gift, that's why it is called the present."**

The origin of this story is unknown,

Submitted by: *Lynn Vaughan*

NOTE: We all have difficulties at one time or another.....,including the Clients we work and care for.

ADVOCATE
 ORIENTATION
 ALTA ALIFORNIA
 REGI NAL CENTER
 CASEWORKER
 CLIENTS RIGHTS
 CUBICLES
 DOCTOR APPOINTMENT
 FRONT DESK
 GOALS
 HOUSE MEETINGS
 HOYER LIFT
 IHSS
 INDEPENDENT
 INSTRUCTORS
 JOB COACHES
 JOES JOINT
 OVERNIGHTS
 PAYEE
 PERSONAL ATTENDANT
 RESPECT
 RALLY
 SUPPORTED LIVING
 TIMECARDS
 VISION AND VALUES
 WEEKEND SHIFT



TEST YOUR STEP SKILLS

SUBMITTED BY:

SANDY GOODSSELL

NOTE: I APOLOGIZE IN ADVANCE FOR ANY ITEMS THAT MAY HAVE BEEN LEFT OUT OF THE NEWSLETTER. PLEASE SUBMIT YOUR ARTICLES, PICTURES, ETC. ON TIME OR EARLY TO ASSURE ACCURACY. THANK-YOU! Charlene Rhodes You can send in submissions to Charlener@stepsite.com.