

Inspirations

SPRING 2017 | #83



Handicapped Development Center

To succeed. To achieve. To grow. To be happy.

*Strategic Objective #1:
Attract, retain, and engage a qualified participant/resident focused staff that is well aligned with our service mix.*

Our greatest asset at HDC is our quality, mission-focused staff. Every hour of every day, HDC staff are providing whatever is needed to ensure people with disabilities are able to live a life of dignity. They carry the mission with them and work to help people succeed, achieve, grow, and be happy.

The HDC Board of Directors and staff who were involved in developing our Strategic Plan recognized the vital role that employees play in the delivery of quality services and identified an objective to address it. The first objective in the plan tackles that issue.

So, as discussions proceeded about how to recruit quality people who will understand what we are trying to accomplish, we decided to turn to those who already know us well and ask for your help. Throughout this edition of *Inspirations*, you will read about some people who work at HDC. We hope you will learn a little about what they do and share their stories with others you may know. Thank you for helping us find quality, compassion employees who will help fulfill our mission every day.

Cover photo caption: Nurse Elida Richards who works at the Personal Independence Services program on Brady Street in Davenport listens to the heart of Patty Dusenberry.



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A Quarterly Snapshot HDC Residential Center

While selling craft supplies at a local Ben Franklin, Traci Liddell often waited on a group of HDC participants and staff who visited the store to buy supplies for projects. After the group frequented the store a few times, Traci became acquainted with them and why they were there. One day, an HDC staff person, noticing that Traci had the kind of traits that would make her a good addition to the HDC team, encouraged Traci to apply for a job at the Center. Traci took her advice and soon found herself hired as an aide.

Since then, Traci's journey at HDC has included many experiences. After just eight months in the aide position, Traci spent the next eleven years as an instructor before she transferred to the Residential Center (RC). Her supervisors at the RC were able to accommodate her schedule as she worked toward obtaining a degree in education. Putting her new degree to work, Traci had a brief stint as a substitute teacher before the position of Training Coordinator opened up. "I thought, 'this job was made for me!'" said Traci, "It combined the experience I'd gotten while working at the Center with my degree in education. It was perfect."

For the past six years as the Training Coordinator, Traci has been the person responsible for new staff orientation, so she meets every new staff person regardless of their position. Traci also conducts periodic trainings with people throughout the organization; however, the bulk of her training is done with staff at the RC. Linda Gill, Vice President of ICF/ID Services explains, "Hiring and training new staff is a routine part of life at the RC. Because we are a 24-hour facility and the nature of the work is not for everyone, we have a lot of staff come and go." The HDC Residential Center employs about 135 people and is home to 54 residents, many of whom experience significant challenges. Nursing care is provided, as well as physical, occupational, speech, and recreation therapies.

As one of the first people new staff meet, Traci tries to help them understand that while the job can be challenging, there are many advantages to working at HDC. She notes the flexibility she was afforded when she was going to school and the great co-workers she has had over the years, but the one thing that continues to motivate her is the participants. "I know it sounds cliché, but the reason I love working here is knowing that I'm making a difference in the lives of the participants we serve," Traci says.



Helping people on and off the vans is one way Traci Liddell gets to interact with the participants, which is the favorite part of her job.



Program Supervisor Keyandra Harrington (right) and Traci Liddell work through a training together. As the Training Coordinator, Traci helps staff learn many skills.



Vice President of ICF/ID Services Linda Gill spent some time hanging out with Durea Harvey who was celebrating her birthday in her own special way.

HDC Residential Center Outcomes for the period January 1, 2017 to March 31, 2017

Individuals who made progress/maintained skills on therapy goals	81%
Individuals who made progress/maintained skills on personal adjustment goals	72%
Percentage of people who participated in community activities	92%
Occupancy rate for this period	99%

Inspirations is a quarterly publication of the Handicapped Development Center.

Make a donation any time, day or night, at the HDC website.
Go to <http://handicappeddevelopment.org> and click on the "Donate Now" button.





Daniel Ade helps a participant get out of bed. Dan works in the home of men who he assists with whatever they need to live in the community.

Making an Impact Along with a Paycheck

Whether employees have worked at HDC for ten months or ten years, whether they help people bathe or they head up a department, the answer to one question is usually the same: "What's the best part of your job?" Nearly everyone will say "the participants." Daniel Ade, who works in the Community Residential Services (CRS) program, is no exception, but for him, that is only part of the answer.

"I like working directly with people, helping them and having an immediate impact," Dan explains what he likes about his job. "I also get to do a lot of fun things. We've gone to the fair, to a Cubs game, Adventureland, dances, wrestling. The participants I work with like to do many of the same things I like to do."

But before he even started at HDC, Dan had an interest in the healthcare field. Coming from a family of healthcare providers, he decided to pursue a similar career path. So, when Dan was looking to gain some experience, he happened upon HDC and was hired as a PT/OT Aide at the Residential Center. After six months in that position, he decided to transfer to Community Residential Services. That transfer afforded him the flexibility he needed to attend school and do whatever else he wanted during the day and work in the evenings. "I would encourage

anyone who is going to school or thinking about going to school to consider a job here," Dan said. "The experience is great and the schedule flexibility makes it possible to work and go to school."

Dan, who is a Resident Counselor in CRS, is also currently attending college in a Physical Therapy Assistant program. He said he has had the opportunity to apply some of the skills he has learned in school to his work. During his five years at HDC, he has also had the opportunity to make an impact along with a paycheck.

With the variety of programs offered at HDC, there are also a variety of jobs available. We are always looking for quality staff like Dan and the many other dedicated employees who work at HDC to make an impact along with a paycheck. Some of the positions that we are routinely looking to fill are:

Resident Aide: At the HDC Residential Center, Resident Aides are needed for full-time, part-time, and 1st, 2nd & 3rd shift positions. They assist with and teach independent living skills to individuals with disabilities in a relaxed, home-like environment.

Resident Counselor: Working in a group home or apartment setting, Resident Counselors help people do whatever is necessary to live in those settings. They assist with household tasks, as well as help people access the community in which they live.

Support Staff: These part-time positions assist individuals with disabilities in group homes, apartments, and/or family home settings with activities of daily living, recreational activities and supportive encouragement.

LPN/RN: Working in a relaxed home-like setting, full-time and part-time 1st, 2nd & 3rd shift positions are available for LPNs and/or RNs. Nurses are responsible for a caseload of residents to monitor and develop health care plans, pass medications, admit/discharge residents and perform resident assessments as needed.

To see what other positions are available or to apply, go to the HDC website at www.handicappeddevelopment.org and click on HDC EMPLOYMENT.

Shift Supervisor Caitlin Jensen helps David Mehner get some exercise using a gait trainer to walk around the HDC Residential Center.



Dayhab Program is Going "PLACEs"



On a visit to Teske's, Renee Humphreys (left) and Maggie Oberhaus learned about the animals the store had on hand. They were also able to pet them, which they said was the best part.

Maggie Oberhaus likes to stay busy and her weekly schedule meets that need. Some days, she can be found sorting recyclables at the Scott County Recycling Center. She earns a paycheck and works with others as part of the HDC crew. On other days of the work week, Maggie attends Day Habilitation (Dayhab), a program where participants develop skills by being involved in learning activities and participating in their community.

While HDC has been providing Dayhab as part of the Employment Services program for over 10 years, a new version of Dayhab, called PLACE, started up recently. PLACE stands for "People Leading Activities, Creating Experiences", a name that aptly describes its purpose.

"PLACE is not a new concept. Dayhab has always focused on getting out and experiencing the community, but now, we are taking that to a new level," explains Katy Decker, Employment Services Program Director. "We are encouraging the participants

to be the driving force in planning activities, exploring volunteer opportunities, finding places to visit, and discovering new interests."

After meeting at the Center in the morning, the 40 participants involved in PLACE and the Dayhab instructors discuss the activity options for that day. Everyone decides which activities they would like to do and the groups head out in different directions for the day. Renee Humphreys explains why she likes the flexibility of PLACE, "Sometimes we go to a park, or the library, or to the mall or sometimes we go listen to music somewhere." Returning to use the Center's classrooms is always an option, but the emphasis is to increase community integration.

Choice and variety are features many participants like, but having input into plans and taking responsibility for making those plans is appealing too. Decker says, "Participants are not only asked what they want to do, but they are also going to take on the responsibility of calling places, getting information they need, and making the necessary arrangements." For example, to coordinate a recent visit to the John Deere Pavilion, participants might call to find what hours they are open and if there is an admission fee, rather than the Dayhab instructors organizing everything. Using community resources like public transportation is also emphasized.

PLACE is still new and it will continue to evolve as both participants and instructors get used to their new routine. As for now, Maggie Oberhaus and Renee Humphreys are giving it two thumbs up. They are enjoying their opportunity to lead activities and create experiences.



Dayhab instructor Kathy Parker (left) helped her group, including Greg Johnson and Mary Ellen Webster, into the van after spending some time at the Bettendorf Library. Helping people use community resources is a major component of Dayhab services.

Donations & Memorials from January 1, 2017 through March 31, 2017

Thank you to all the friends of HDC who have made donations and memorials over the past few months.

Every attempt is made to accurately recognize all gifts in this newsletter.

If you spot an error or omission, please contact the office at (563) 391-4834, and a correction will be printed in the next issue.

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Our Thanks Goes To...

Thanks to an **anonymous group** of generous folks, Kevin Cowger, who lives at the HDC Residential Center, was able to get some new clothes recently. The group made a donation to Kevin to help him purchase some needed items, and he will also have some funds to participate in community activities that he might enjoy.



Donning some new duds, Kevin Cowger does range of motion exercises with the help of PT/OT Aide Rico LaFrentz.

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Our Thanks Goes To...

New dining room chairs have been purchased for the three HDC group homes thanks to a grant from the **Mary Gittens Knouse Trust**.



Soon, there will be new chairs at the dining room table that Aileen Walker is wiping off after dinner.

Our Thanks Goes To...

The **HyVee store at 53rd Street and Utica Ridge Road** in Davenport used tips collected from the Starbucks located within their store during the month of February to purchase hygiene products and other necessities for residents at the Residential Center.

Deb Hoon, a resident at the Residential Center, appreciated the donation of disinfecting wipes and other needed items from HyVee.



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Our Thanks Goes To...

Chromebooks have been purchased with a grant from the **Scott County Regional Authority**. In preparation for the transition to electronic documentation, Chromebooks are being readied and staff are being trained.

Judy Kademan and Shift Supervisor David Monohon test out one of the new Chromebooks that will be used for electronic documentation starting this summer.



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HDC wishes to thank everyone who designated all or part of their United Way and/or Bi-State Combined Federal Campaign donation to the Center. In addition to the names listed here, many people made their donations anonymously or notification of their contribution will be received at a later date. We are grateful for your support of people with disabilities in this community.

Our Thanks Goes To...

With a booth at the **Women's Health and Lifestyles Fair** donated by **KWQC**, HDC raised awareness of programs offered and also informed potential job applicants of openings and ways to apply.



Staff members Amber Williams and Linda Gill monitored the HDC booth at the Women's Health and Lifestyles Fair. They encouraged everyone to spin the wheel, answer a question, and win a prize.



Our Thanks Goes To...

The **Bettendorf Rotary Club** granted HDC \$1500 to help with the purchase of outdoor musical instruments for the Jaycees of the Quad Cities Sensory Path being developed at the Residential Center.

With spring here, the sensory trail is starting to take shape. Bob Allison and Recreation Specialist Dazia Rosemond-Sharkey planted seedlings for the butterfly garden. Musical instruments and other stations are also in the works.



HDC Board Member Todd Grady and his wife Julie

Meet The Board

As Todd Grady was growing up, he spent a lot of time playing with two of his best buddies. They lived close to Adams School in Davenport, so they would use those open spaces around the school to play all kinds of sports and games. As a young boy, Todd had a vague awareness that his buddies were not exactly like the other kids in his class, but that never detracted from the fun they all had together.

Those early relationships with his buddies shaped how Todd viewed people with challenges later in his life. "I learned about compassion, understanding, and how to stand up for someone who might have a difficult time standing up for themselves," explained Grady. Those traits factored in his decision to join the HDC board of directors, a decision he describes as "pretty easy, really" when he was approached about serving.

As the General Sales Manager at KWQC, Todd works long hours and has many things vying for his attention. However, he felt he could carve out enough time to devote to an organization that met the criteria he had, which was to help people in his home community, to be a good fit for his passion, and to benefit from the talents he could offer.

Todd has been a welcome addition to the HDC board. With his extensive media experience and connections, he has helped with the strategic plan objective to raise community awareness, which assists with staff recruitment efforts as well. As an example, the HDC booth that he helped secure at the Women's Health and Lifestyles Fair was a huge hit, with lines of people waiting to spin the HDC wheel for HDC prizes.

"Todd is a great resource for us in any kind of marketing efforts we have," said HDC President/CEO Jeff Ashcraft. "We value his advice, opinions, and his ideas." Todd says he thinks he gets more out of his involvement on the board than he gives. "Sometimes, I think my withdrawals are more than my deposits," Todd laughs.

It's Birdies for Charity Time Again

The HDC Boosters are again participating in Birdies for Charity, the special Quad City fundraising program presented in cooperation with the John Deere Classic.

You can pledge .01, .02, .03 or more per birdie shot in the John Deere Classic or you can make a one-time donation. After the tournament, you will be notified of the amount due. 100% of pledges made on cards with Bird Number 127 are received by HDC. Matching dollars are also available, so your pledge leverages even more money!

Along with making a contribution to a worthy cause, you have the opportunity to win exciting prizes by guessing the number of birdies scored in the tournament.

Forms are available at HDC locations, on the website at www.handicappeddevelopment.org, or just clip the one that appears here.

HDC
CHARITY SOLICITED FOR
127
BIRD NUMBER

I pledge and promise to donate:

\$ _____ one-time flat donation.
Please attach payment. Checks payable to Quad Cities Golf Classic Charitable Foundation.

OR

\$ _____ for every birdie made during the 2017 John Deere Classic.

GUESS THE BIRDIES & WIN A TWO YEAR LEASE ON A 2017 LEXUS NX!

I guess that _____ birdies will be made.

Only 1 grand prize will be awarded. Void where prohibited by law.

BIRDIES SCORED (YEAR)		
1921 (2008)	2160 (2011)	2040 (2014)
1914 (2009)	2113 (2012)	1990 (2015)
2010 (2010)	2142 (2013)	1982 (2016)

PLEDGE INFORMATION (Please print)

NAME _____

ADDRESS _____

CITY _____ STATE _____

ZIP _____

PHONE OR EMAIL _____

Important Information for Families

Learn what you need to know about Letters of Intent and Special Needs Trusts at two upcoming meetings.

Wednesday, May 31st

Letter of Intent

Why would I do one?

When and how do I do one?

Wednesday, June 28th

Special Needs Trust

What is a Special Needs Trust?

Do I need one?

What are the different types?



Don and Pat Olsen of Olsen Financial will provide information that will benefit families who have an individual with special needs to consider in their planning.

Olsen Financial specializes in special care planning, protection strategies, wealth accumulation strategies and income management strategies for individuals, families, and businesses.

The meetings are free of charge and will be held at 4201 Brady St. in Davenport from 6 to 7 p.m. with respite care available on site upon request. Contact Carol Foster at 563-391-4834 or carolfoster@hdcmail.org to RSVP.



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Sunday, June 4, 2017 **HANDS Auxiliary** *"Under the Sea"* **Cocktail Party/ Auction**

Steeplegate Inn, Davenport, IA

- Complimentary Cocktails and Appetizers
- Fabulous Live & Silent Auction Items
- Free Admission with Golf Registration
- Only \$30 per person without Golf Registration

For more information, contact Carol Foster at 563-391-4834 or carolfoster@hdcmail.org.

Monday, June 5, 2017 **HANDS Golf Outing** Crow Valley Golf Club, Davenport, IA

- Golf Registration Includes:**
- Free Admission to Sunday's Cocktail Party/Auction
 - Cookout Lunch at Crow Valley
 - Green Fees and Cart
 - On-Course Beverages
 - Crow Valley Dinner following afternoon rounds
 - Scramble and play-your-own-ball formats
 - Morning and afternoon shotgun starts



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