

THE DELTA VOICE

CREATING RICHER LIVES FROM WITHIN

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Delta Honors Exceptional Employee Service

For the past 30 years, Delta has been on a journey of excellence. Our valuable employees have made Delta effective by working toward the common mission of striving to foster individual independence and helping people to create rich lives on their own terms.

“From the accumulated efforts of wonderfully committed people we can point to growth, continuous improvement, enormous acts of service, and leadership in our field,” says David A. Wyher, President and CEO.

The employees who con-

tribute to making Delta’s ethical values a reality were honored May 10 at the Independence SeaPort Museum in Philadelphia.

This year’s ceremony was special, marking Delta’s 30th anniversary and the first ceremony jointly recognizing Pennsylvania and New Jersey staff.

Martha Nichols-Vanderhoof Receives Robert J. Clark Memorial Award

Martha Nichols-Vanderhoof, a PA Community Living residential manager, was awarded the Robert J.



Robert J. Clark Memorial Award winner Martha Nichols-Vanderhoof stands with Nanette Wolf.

Clark Memorial Award for her superior service. The families of the women who reside in community living arrangements agree that Marty is warm and compassionate, yet she also provides needed

structure. According to the mother of one woman in her home, “She is so knowledgeable, soft-spoken, and fair-minded that I am positive she is a major reason our daughter

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Piecing Danielle’s Life and Family Back Together

When Danielle was referred to Delta with notes indicating school misconduct and

police matters, Supervised Independent Living Supervisor Crystal Valentine and her staff quickly sent a rejection letter. Soon after, Delta received a call from Danielle’s Child Advocate, who defended Danielle and kindly pleaded with Delta to interview her.

Delta agreed to interview Danielle, and now, one year later, Danielle shines in the program. “Danielle reminded me of a valuable lesson, to not judge a book by its cover. I am very proud of her and am glad she is a part of Delta,” says Crystal. Danielle attends school at the Community College of Philadelphia and works

at a jewelry store in the Willow Grove Mall. In the future, she plans to become a Child Advocate and own a group home.

A Missing Piece

Danielle recently turned 20 and, while happy with her life, her 20th birthday felt the same as others in the past: incomplete.

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DARLENE EBRON

FAMILY SERVICES

*Specialized Services
Foster Parent of the Year*

On a daily basis, foster parent Darlene Ebron offers her love and guidance to provide positive care and structure for the children in her home with an emphasis on communication. "Darlene holds Friday meetings in the home to express conflicts between others," says Melissa Graves, a treatment social worker at Delta. "She also sets aside one-on-one time with each child to discuss personal issues whenever necessary, showing each child that their feelings are important, and that they matter."



MINDY GREEN

COMMUNITY LIVING

*Direct Support
Professional*

Creating an active social life, and one with many community activities, is an area of importance to Mindy Green, who provides direct support to the women at the Southampton home. When attention to the appearance, leisure activities, family contacts, workshops, medical care, or happiness of the ladies she supports is needed, Mindy's dependability never fails. Nanette Wolf, Director of PA Community Services, says, "Mindy ensures that the wishes and preferences of the women are honored and respected."



**BERNICE AND
RODNEY ROSS**

FAMILY SERVICES

Foster Parents of the Year

Whenever a child comes into Delta's care, Sharronda Johnson, Homestudies Coordinator, immediately thinks of foster parents Bernice and Rodney Ross because she knows they will give any child who comes into their home tender love and care. Sharronda felt comfortable the very first time she stepped into their home. She says, "I really have a hard time referring to them as foster parents because they embrace each child who is placed in their home as if they were biologically their own."



KATRINA SHELTON

FAMILY SERVICES

Case Worker of the Year

When children come into Delta's care, foster parents continually request Katrina Shelton as their case worker. Both clients and coworkers appreciate her ability to complete work on time and develop healthy relationships. "Katrina characterizes the values to which Delta aspires day after day with humility, warmth, and good natured humor," says Family Services Supervisor Kevin Ryan.

DARLINE SMITH



COMMUNITY CENTER

*Direct Support
Professional of the Year*

Since the day Darline Smith began working for Delta at the Community Center, her passion and positive attitude have demonstrated that this work is

her calling. "Darline treats everyone with respect and dignity," says one peer. "She is very pro-active when it comes to community outings." Darline gives genuine care from the heart, and those she impacts are confident she cares about their well-being.

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FRANK NAHILL

FACILITIES DEPARTMENT
Staff Excellence Award

As a maintenance technician, Frank Nahill has been a loyal Delta employee for five years. “He is a person who will leave in the morning with five work orders to perform, perform the work, and at the end of the day return to the office having identified ten new work orders to schedule,” says John Komisor, the director of facilities management. Frank frequently goes out of his way to ensure all of the homes are safe and well maintained.



MAGIN CLARK

FAMILY SERVICES
Staff Excellence Award

Magin Clark is committed to personal and professional service. Magin, who works in Glenside, encourages the development of the genuine independence and confidence needed for socially responsible behaviors. “Her listening and quiet observations empower her to understand the vast social and economic needs of abused and neglected children,” says Robert Cosner, casework supervisor. In August, Magin was promoted to Adoption Supervisor.



CRYSTAL OVERTON

COMMUNITY LIVING
Staff Excellence Award

Everyone who works with Crystal Overton says she is a dependable, solid supervisor with excellent leadership ability. Supervisors have recognized Crystal, house manager of a home in Bensalem, Pa., as an exceptionally hard worker who loves the women she supports. One nominator feels that “Crystal is one of the best house managers at Delta and I appreciate all that she has done to enrich the lives of the consumers she supports.”



SHARON REYNOLDS

COMMUNITY CENTER
Staff Excellence Award

When colleagues speak of Sharon Reynolds, Community Recourse Coordinator at the Community Center in Levittown, Pa., Sharon’s ability to include everyone is evident. Co-workers comment, “Sharon looks at all the individuals at the Center and tries to discover what their community interests might be,” and, “Sharon has committed herself to providing the best service and care to everyone.”

Delta PA Staff Recognition

30 Years

David Wyher (Admin)

25 Years

Bruce Sparks (H.R.)

20 Years

Laura Staiger (CLPA)
Nanette Wolf (CLPA)

15 Years

Dorothy Hitchcock (Fam)
Karen Jett (Admin)

10 Years

Maura Froshour (Fam)
Daniel Kivumbi (CLPA)
Patricia Walker (Fam)

5 Years

Lynne Bahles (Admin)
Sherri Brewton (C.C.)
Mary Davis (CLPA)
Madeleine Glenn (Fam)
Julia Graci (Fam)
Mieata Hilton (CLPA)
Sarah Juska (Fam)
Roseline Kolison (CLPA)
Kerry Krieger (Fam)
Melissa Moore (Fam)
Frank Nahill (M/T)
Tywo Pettiquoi (CLPA)
Omar Rozier (CLPA)
Abigail Rush (CLPA)
Lorpu Zeegar (CLPA)

3 Years

Paul Allegretti (Admin)
Kate Borowski (Fam)
Michael Bright (Fam)
Michael Brzyski (C.C.)
Ingrid Conarroe (Fam)
Johnetta Cooper (CLPA)
Rosemary Crow (CLPA)
Alberto David (CLPA)
Malcolm Eldredge (Fam)
Christina Guevara (Admin)
Amiri Hazali (CLPA)
Cris Hemingway (Transp)
James Jackson (Admin)

Rebecca Jensen (CLPA)
Clement Kpaka (CLPA)
Muna McFarland (CLPA)
Jean Nicholson (Admin)
Mary Rivera (CLPA)
Shermaine Roberts (CLPA)
Doreen Siha (Fam)
Lovette Summer (CLPA)
George Swain (Fam)
Veronica Tamba (C.C.)
Jill Tangora (Fam)
Benedict Tarr (CLPA)
Damaris Torres (Fam)
Shawn White (CLPA)
Carole Wicks (H.R.)



PAUL MURPHY

SUPPORTED EMPLOYMENT

Staff Excellence Award

Paul Murphy volunteered to complete the duties of the vacant job while continuing to do his regular job as employment consultant. Paul helps adults with disabilities secure employment. He formulated a schedule enabling him to cover the required shifts necessary to keep all employed persons working. "Not only did Paul maintain the current caseload by himself; he was also able to find new employment opportunities for individuals who recently joined the workforce roster," says Director of Supported Employment Scott McDonald.



MICHELINA MONETTI

SUPPORTED LIVING

Staff Excellence Award

When it came time to select a new Director of Community Living in NJ, we were pleased to discover Michelina. Mickie's passion quickly inspired the department as she promoted change. Her skillful leadership has allowed her to build a team that shares her drive and dedication to the individuals Delta supports. The successes accomplished through her leadership with the consumers she supports go beyond words. In July, Mickie was promoted to the new position of Director of Community Support Services.



Several members of Team of the Year, from left to right, Alissa Sutton, ShaEssa Wright, Maria "Carmen" Oquendo, and Qadree Campbell.

HAMMONTON — *Team of the Year*

The individuals of team Hammonton, NJ, are defined by their sacrifice and dedication. Separately, each person is thoughtful, supportive, and selfless, and together they build an influential team based on these values. "The team constantly goes over and above," says Lisa Shockley, Regional Director Southern Regional Office. "They often sacrifice days off to make sure the individuals have the

support they need." Despite challenges, the members of team Hammonton are ultimately committed to enriching the lives of those they support. Honored members of the team include: Qadree Campbell, Janice Clark, Trinette Dredden, Zenia Meras, Maria Oquendo, Andrea Shockley, Alissa Sutton, Anita Williams, Shanikia Williams, and ShaEssa Wright.

STEPHANIA NAGY

RESIDENTIAL SERVICES

Staff Excellence Award

Stephania Nagy's dedication is clear from her seven years of service at Delta, and her desire to provide outstanding quality support at the Avenel group home where she is manager. "She took six strangers in

a house and truly made them a family living in a beautiful home in their community. She is their biggest fan and most passionate advocate," says one nominator. Stephanian's efforts produce positive results. The individuals she supports continually communicate their appreciation of Stephanian and her caring approach.

ANNABELL LOUIS

FAMILY SUPPORT

Staff Excellence Award

When Annabell Louis desired to promote community inclusion in the Delta afterschool program, she did so successfully. Family Support Coordinator

Judy Cottone says, "Her level of professionalism has had such an effect that she and a family will be starting a new afterschool program." Annabell's diligence and persistence is clearly a beneficial quality that has led to the betterment of the community.

Outstanding Achievement Awards

Throughout the year, Delta NJ recognizes certain employees for their outstanding achievement within their divisions. At our annual banquet we bring all recipients together to be recognized by the entire organization.

Outstanding Achievement

Jane Bamimore
Jennifer Boorman
Terry Brown
Caroline Cerkez
Tabitha McCarter
Theodosha Rucker-Abilla
Anita Santiago
Andrea Shuster



Five of the eight Outstanding Achievement Award winners. From left, Tabitha McCarter, Theodosha Rucker-Abilla, Jennifer Boorman, Caroline Cerkez, and Anita Santiago.

The 'Love Boat' Cruise

By Gayle Kato,
Administrative Secretary
and Community
Support Associate

Five couples – David Martin and Maryann Luciw, Angela Cheek and Damien Summers, Matt Chin and Nellie Rotondo, Julie Blackman and Jerald Uretzky, and Ann Marie Carr and Rick Tiernan – entered the boarding area (Delta NJ reception) of the 'Love Boat' on February 16, 2007, for a romantic night of dinner and dance. Each person received a lei to complement their wonderful outfits. The Valentine's Day celebration was inspired by those who said they would appreciate some new kinds of activities.

Staff members – Gayle and Amber Kato, Teresa Edelen, Marisa and Jamiah Sykes, Sarah Horster and Suman – served our couples a bounty of shrimp cocktail and virgin piña coladas. Within a half-hour of arrival, the candlelit, balloon- and streamer-filled dining room (Delta NJ conference room) was opened and the cruise set sail. Our guests dined to romantic music as a mirror ball cast romantic shadows throughout the room.

By the end of the night, all the couples were up and dancing to the latest tunes and enjoying delicious petit fours, compliments of Residential Services staff Stefania Nagy and her bakery. The night was a wonderful success. Captain Stubing and Gopher would have been proud.

Delta NJ Staff Recognition

20 Years

Su-Yin Lael (Res)

15 Years

Thomas Connors (C.R.)
Matthew Miles (Res)
Timothy Ochido (Res)
Jennipher Omieri (Res)
Eugene Weakland (Res)

10 Years

Moses Akin-Johnson (Res)
Alex Aluoch (Res)
Teresa Edelen (Admin)
Vanessa Kauffman (Trainer)
Marlene Lopez (H.R.)
Scott McDonald (SE)
Lucy Otieno (SL)
Selina Wanemba (Res)

5 Years

Angela Berege (Res)
Monica Culver (SL)
Karla Curry (Res)
Anthony DeJura (CS)
Sultan Dumbuya (Res)
Catina Jenkins (Res)
Annabel Louis (FS)
Tabitha McCarter (CS)
Paul Murphy (SE)
James Omieri (Res)
Brian Pletsch (SL)
Carol Valentin (Admin)

3 Years

Francena Bazemore (Res)
Janet Beitz (SL)
Victor Blasucci (UIR)
Mary Brown (Res)
Sherri Chasey (Res)
Nebraska Clarke (SL)
Thomas Curry (Res)
Odumamwen Egharevba (Res)
Muzaffar Fazaluddin (Res)
Joel Gatuiku (Res)
Curtis Holden (Res)
Eucharía John (SL)
Diane Keedy (Res)
Kevin Kute (SL)
Salvatore Lostocco (SL)
Alison Malnak (FS)
Simeon Okwuego (Res)
Esther Olajide (Res)
Elger Onyango (SL)
Deidre Onyango (Res)
Prasanth Prasad (SL)
Terilynn Premo (HR)
Mariama Roberts (Res)
Thomas Sulley (Main.)
Daisy Tirado (Res)
Anthony Trentacosta (SL)
Juanita Valentine (SL)
Sunya Williams (Res)

In Memory of Artie Stickel

By Mickie Monetti, Associate Director of Community Supports

When Arthur “Artie” Stickel came to Delta in 1988, with him came a smile that could light up any room. For almost two decades, he touched many of our lives. Artie, who lived in an apartment in Middlesex, was well liked for his soft-spoken demeanor and his kindness to those around him. He was also generous with his money; sometimes giving all he had to a charity or a person in need on the street.

We were all saddened



when Artie passed away on February 5, due to complications following surgery.

Artie was valedictorian of his graduating class at St. John’s grammar school in New Brunswick. He suffered a brain injury when he was 15, but then

graduated from Franklin High School and completed additional schooling at Adam’s School in New York City. He worked for many years at Mary Mother of God Church in Hillsborough, N.J., where he helped keep the church clean. Artie had many interests such as reading, camping, going for walks, and bear watching – his mother loves to tell that story! He was very close with his family, including his mother Irma, his sister Jane, and his father Arthur, who

passed away about four years ago.

Delta Will Remember Artie

Delta employee Sal Lostocco, who worked with Artie for many years, remembers that Artie really came alive around the holidays when he could get dressed up and spend time with his family. Other Delta employees recall that “Artie knew how to compliment a lady,” “was a sharp dresser with a flair for fashion,” and “was a very smart man.”

Delta Honors Exceptional Employee Service *(continued from page 1)*

has maintained her even keel for so long.”

Robert J. Clark was a PA Residential employee for nearly 18 years. He passed away in December 2005. Last year Delta committed to keeping his memory alive by annually presenting this award for Significant Sustained Service As Exemplified By Our Friend and Colleague, Rob Clark.

Nanette Wolf, Director of Community Living, says that Marty’s terrific personality and dedication has

been highly influential in the lives of the women, their families, staff, and management, and she continues to exemplify Robert J. Clark’s personal mission. Marty was recently promoted to Resource Coordinator.

Qadree Campbell Wins Employee of the Year for Delta NJ

Whenever there is an opportunity to better someone’s day, Qadree Campbell, Community Support Supervisor in the

NJ Hammonton Group Home, does all he can do to help. His enthusiasm, which results from a love of his job, shines through daily. Qadree frequently rearranges his own schedule to encourage and assist an individual with needs.

According to Residential Manager Zenia Mears, “Qadree takes the time to learn the likes and dislikes of the men he sup-



Delta NJ Employee of the year Qadree Campbell

ports and also makes sure each man receives quality supports and has an enjoyable day.”

Community Center Makeover Edition

By Cindy Hennessy, Community Center Director

When the television show “Extreme Makeover Home Edition” came to Levittown in March 2007, the team razed a termite-infested house and built a new home for a family in just eight days. Not only did our Community Center in Levittown serve as a coordinating location for the local police and fire companies on the day of the unveiling of the made-over house, it also inspired us to do our own makeover at the Center this year.

One significant change was in the building itself. Our maintenance department brightened the Community Center’s hallways and office areas by painting them pleasing

pastel shades. Visitors and participants comment on how cheerful the building now looks.

New Activities

Prior to January, the staff met in focus groups with the Program Specialists to develop new activities. The new life-skills program is better suited to meet the interests and needs of our individuals. Participants help out during lunch periods, where they learn how to use the washing machine, dryer, and dishwasher. They also fold clothes, wipe down the tables, and change the sheets on the beds at the nurse’s station.

Each week, participants select from three choices for Friday afternoon activ-

ities such as bingo, karaoke, wheelchair exercises, and more. One recent activity was creating a single quilt square that reflects their personality. Everyone has completed their squares, which we will be joining and displaying.

Getting Into the Community

Community activities continue to be a major part of our program, including bowling, the movies, and several visits to the Extreme Makeover site, which is only three blocks away. Through a membership at the YMCA, individuals have the chance to go swimming, use the track, and enjoy the game room and exer-

cise area. Thanks to donations from the VanSoest and Kelly/Wilson families, we are also developing an in-house exercise program.

Valuable Volunteers

Mary Griffin, Candice Simpson, Cate Magilton, Sharon Reynolds, and Gail Garretson were recognized by the Morrisville Senior Center for their volunteer work of delivering Meals on Wheels. Recently, we have begun volunteering at Silver Lake by keeping the trails clean and watering the butterfly garden. Just as the Extreme Make Over crew relies on volunteers, we continue to increase our volunteer efforts. All we need now is our own TV show.

Piecing Danielle’s Life and Family Back Together *(continued from page 1)*

Danielle is one of two; she is a fraternal twin and has a brother, Donnell. The siblings grew up together in foster care and established a very close bond.

Unfortunately, the twins were placed in different foster care homes. Over the course of many moves, they lost touch.

Final Investigation

Years passed with no contact. They did not know how to approach finding each other until Devon Aiken, a Delta social worker, began to work

with Danielle. It was during one session that Devon discovered that Danielle had an estranged sibling. Devon was so touched that she felt she needed to help.

After many phone calls and various types of outreach, Devon found Danielle’s brother. On the morning of May 7, Devon took Danielle to one of her former group homes. When Danielle returned to Delta, her brother Donnell was waiting in the conference room.



Fraternal twins Danielle and Donnell finally embrace.

The Tearful Reunion

When Danielle arrived, there was not a dry eye in the room as the siblings hugged and would not let go. Danielle could not believe Devon had made the reunion possible. Standing in shock next to her brother, she could not stop crying. Donnell put his arm around her, saying, “It’s OK, I am here now.” The twins left Delta together that day as Danielle was eager to show him her apartment and tell him all that she was accomplishing at Delta.

Delta NJ Goes for Positive Behavioral Supports

Delta's mission is to enrich the lives of individuals and families through outstanding community-based supports, and mutually rewarding relationships. In keeping with that mission, Delta has a long history of supporting men and women with challenging behaviors.

When working with people who present problem behaviors, one of the best practices is Positive Behavioral Supports (PBS). This comprehensive approach emphasizes first understanding the person's problem behavior, then building skills in both the individual and their sup-

porters. The goal is for individuals to more meaningfully participate in inclusive, natural, community-based settings.

PBS focuses on:

- Understanding the reasons for problem behavior
- Prevention and early intervention
- Education and capacity building
- Long term, comprehensive approaches
- Involvement and ownership of key stakeholders
- Commitment to outcomes that are meaningful for each person's preferred lifestyle

Constructive Responses

PBS supports are based on a Functional Behavior Assessment, which considers the individual's needs, characteristics, and preferences. The supports involve teaching new skills that replace problem behavior and help individuals improve their interactions both physically and socially.

PBS teaches that problem behavior is a form of communication. When we respond constructively to the communication, he or she will have less need to behave in dangerous or challenging ways. The quality of life of all involved improves.

Implementing PBS

Delta NJ will host quarterly PBS training seminars over the next eighteen months. All Delta NJ employees should be able to complete two daylong seminars.

In the first seminar, employees learn why problem behaviors occur and will leave with a toolkit of practical intervention strategies. In the second, employees will learn to write and implement, clear Behavior Support Plans.

Using these positive strategies expands our capabilities and is another step toward the realization of our mission.

*Meet the Delta employee award winners.
See pages 1-5.*

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