

THE DELTA VOICE

CREATING RICHER LIVES FROM WITHIN

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What a Christmas Gift



Rodney Walker, middle, received the gift he never expected — being reunited with his sister Annette, front middle, — thanks to the efforts of his caseworker, Crystal Valentine, on left. Also pictured is Rodney’s foster mother, Gail Crawford, a Delta employee.

After being separated for four years, Rodney Walker received a special Christmas gift in 2004 — he was finally reunited with his younger sister Annette.

Rodney and Annette came to Delta in 1997, at ages 11 and 3 respectively.

After spending time in the same and different foster homes, Annette left Delta’s system in 2001 to be adopted by a family. The adopting family felt it best for Annette to not have contact with her sibling to help her adjust to her new home.



Rodney repeatedly asked his caseworker, Crystal Valentine, when he could see his sister. Two year ago Crystal tried to arrange a visit, but it didn’t work out. “When Rodney turned 18 in January 2004, he asked again to

see his sister,” says Crystal. She called the Department of Human Services and found Annette, who was now in a new home. After explaining the situation to the family Annette was with and offering to do all the driving, Crystal was finally able to arrange a supervised visit.

Since the timing was so close to Christmas, Crystal chose to surprise Rodney and arrange the visit for Delta’s Christmas party as an early gift. “I asked Rodney what was the one thing he always asked for that I couldn’t give him, and then he saw his sister Annette,” says Crystal. “It’s so rewarding to see them together.”

Since Christmas, Rodney and Annette have enjoyed catching up through biweekly visits.

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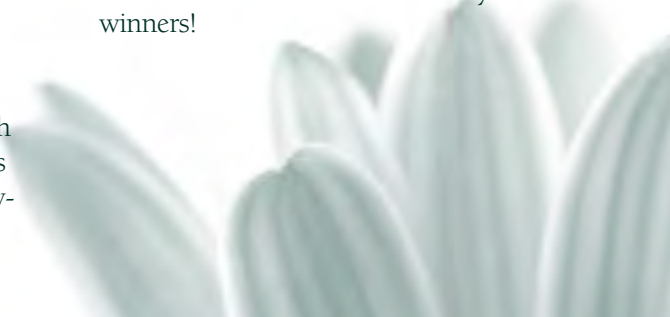
Spring Fling Yard and Indoor Decorating Contest

When spring arrives, those in Delta’s residential homes know it’s time to plant flowers, clean off the patio sets, and decorate for Delta’s Spring Fling Yard and Indoor Decorating Contest.

Judging was done on June 1. The judges score on a scale of 1 to 5 on categories such as the warmth, cleanliness, and decorations inside the house and the lawn, mulch, flowers, and decorations outside the house.

Last year’s winner was 4502 Winding

Brook Drive, with Bensalem Village and Hollandale receiving second and third place. Check out the next issue for this year’s winners!



Reaching Higher Through Delta's Code of Ethics

For the next several issues, The Delta Voice will offer a special feature focusing on ethics. While the articles are geared to Delta employees and the workplace, we believe the principles also are valuable for everyday living.

People often assume that those in the human services field have a high standard of ethics. While this may be a compliment in one way, it is not a safe assumption to make. Maintaining a high standard of ethics requires the effort of both leadership and employees. "At Delta we want to build a culture of high ethical standards for our employees so both they and our clients feel good about the organization," says Human Resources Director Bruce Sparks.

One way Delta is building a culture of high ethical standards is by updating its code of ethics. Bruce and Chuck Weikel, Director of Administrative Services at

Developmental Resources Corporation's (Delta's New Jersey affiliate), are updating the policy, which was written in the 1980s.

Focus of Updates

"The code of ethics should reflect the type of ethical situations Delta and DRC

Learning Through Training

Much of the updating of the code of ethics involves pulling together Delta's existing policies, such as the policy on The Health Insurance Portability and Accountability Act (HIPPA) of 1996 and sexual harass-

"We've also researched many articles and other websites on ethics," says Bruce.

Moving Forward

A rough draft of the updated code of ethics was submitted to Delta's Performance Improvement Council (PIC) at the end of February. After the PIC reviews the policy, and it is approved by the Board, Delta staff will be able to review the policy.

Once the policy is finalized, existing staff will be trained on the new policy. New staff will be trained on the code of ethics during employee orientation. Families of Delta individuals also will receive important information on this updated policy.



employees are involved in, including the treatment of human beings and financial business dealings," says Bruce.

One area Bruce, Chuck, and the Information Services (IS) department are updating is ethics in relation to technological changes, such as computer usage, the Internet, copyright violations, faxes, and e-mails. "Once this update is completed, our goal is to revise the policy annually, which will allow us to stay current with the times and technology," says Bruce.

ment, and incorporating them into the code of ethics. In addition, Bruce and Chuck have reviewed the codes of ethics for the professional organizations associated with the work Delta does, such as the National Association of Social Workers, the American Institute of Certified Public Accountants, the American Psychological Association, the College of Direct Supports, the National Foster Parent Association, and the Society for Human Resources Management.

Ethics Online

After the updated code of ethics is approved and incorporated, Delta would like to add ethics resources to its website. In his research, Bruce has seen websites that not only list the organization's code of ethics online, but also offer examples of situations that might challenge their code of ethics and an online ethics training course. "We'd like to offer something similar on our website, as a resource for both our employees and consumers," says Bruce.

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Honoring Employees Who Embody Delta's Mission

Every employee has a role to play in Delta's goal to be a benchmark in the human services field. Through their daily work and efforts, they demonstrate Delta's values, both values of how work is accomplished and how clients are treated.

The annual staff recognition ceremony, held on February 14 at the Blair Mill Inn in Horsham, Pa., honored dozens of employees whose efforts have touched the lives of many. Delta President Dave Wyher and division directors recognized these employees at the ceremony and luncheon.



Current and former members of the Hollandale team received the President's Award from Delta President David Wyher. From left, Mashell Knight, Delta President David Wyher, Andrea Ashman-Samuels, Director of Residential Services Nanette Wolf, Lisa Tran, and Lorpue Zeegar. Not pictured: Fatima Clarke, Zoe Kratee, and Massa Washington.

HOLLANDALE TEAM

President's Award

Delta President Dave Wyher recognized Fatima Clarke, Zoe Kratee, Andrea Ashman-Samuels, Lisa Tran, Lorpue Zeegar, and Massa Washington — current members of the Hollandale Team — and Mashell Knight — former member of the Hollandale Team — for their exceptional teamwork in support of the ladies who have lived at Hollandale.

The Hollandale Team daily demonstrates Delta's values. Through both good and challenging times, the Hollandale Team has created a true home for the ladies who live there. "They have set a high standard of caring for our individuals — not as a matter of business or out of a sense of obligation — but by their genuine love for the people they support," says Dave, adding, "They have given us a clear vision of what it looks like when we are effectively accomplishing our mission."



ROBERTA VENA

FAMILY SERVICES

Outstanding Achievement in Fostering Personal Growth

Delta staff, peers in area agencies, and foster parents have all noted Roberta's dedication to her clients. Her commitment is seen in the way she interacts with them and the attention she gives to paperwork. "Roberta also has been carrying over her caseload amount for over three months, but she always has a smile on her face and is a joy to be around," says Scott Eldredge, director of Family Services.



DEVON AIKEN

FAMILY SERVICES

Caseworker of The Year Award

Devon's dedication is demonstrated through the consistency, timeliness, and high quality of her work. "She never fails to implement the Best Practice Model," says Sally O'Connor, case worker supervisor.



FRED AND VERTEL HOUSTON

FOSTER FAMILY

Outstanding Treatment Foster Care Award

Since 2000, foster parents Fred and Vertel have demonstrated consistent, wise, and compassionate care for the children in their home. "They possess and provide for children a rare blend of structure and compassionate care," says Intake Social Worker Susan Rose.



KATHLEEN KOEHLER
FAMILY SERVICES
Community Integration Award

Kathy's son Robby receives support from Delta's Community Center. Last year she decided to help her son achieve his dream of volunteering in the community.

Through Kathy's persistence, Robby found a volunteer position selling candy at Taylor Hospital in Ridley Park, Pa., and has enjoyed volunteering on Saturdays since June 2004.

"Robby is quite proud of what he is doing and knows his efforts are appreciated. He also knows that this would not be if not for the work of his mom," says Cindy Hennessy, director of Delta Community Center.



KERRY KRIEGER
TREATMENT FOSTER CARE
Staff Excellence Award

Kerry's passion is helping parents reunite their children with the supports they need to succeed. Kerry and several coworkers developed *Passport to Effective Parenting*, an innovative program to teach parents the skills needed to be reunited permanently with their children. This caught the attention of Philadelphia leaders, who recruited her to a leadership role in the new Achieving Reunification Center. Though she is leaving Delta, her continued work will "create opportunities for our families, and families across Philadelphia, to be reunited successfully," says Director of Family Services Scott Eldredge.



MASHELL KNIGHT
RESIDENTIAL SERVICES

Community Integration Award

Mashell and Carmen received awards for the initiative they've shown in carrying out their jobs. As training coordinator in Residential Services, Mashell looks for ways to make training come alive for new employees. Learning from the trainees and the questions they ask, she has made the training program more beneficial and effective. In addition, Mashell has a love of connecting with the individuals in Residential Services and of planning parties. "She continuously seeks opportunities for the individuals supported by Delta to come together and have an enjoyable time," says Director of Residential Services Nanette Wolf. This led to her forming a party committee to plan monthly parties for residents.

As a case worker in Family Services, Carmen's care for the children and families she serves comes through in the way she works with everyone involved in their cases. Carmen's supervisor, Kerry Krieger, consistently receives good reports from lawyers, judges, and DHS employees on the good experience they had with Delta as a result of dealing with Carmen.



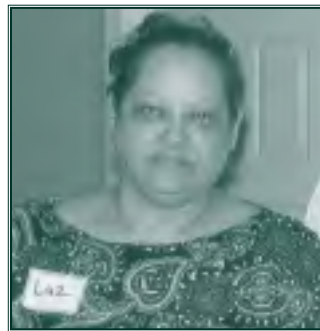
CARMEN DAVENPORT-RHINEHART
FAMILY SERVICES



SHARON REYNOLDS
COMMUNITY CENTER
Direct Service Award

Those at the Community

Center know that Sharon's goal as an instructor is to make their day great. She knows and understands those she supports, which helps her plan events and activities. "Sharon's personality is like a sunny day — you can feel the warmth from her," says Director of Delta Community Center Cindy Hennessy. "We are all fortunate that she has the skills and the heart needed to support our folks."



LUZ BURGOS
FOSTER PARENT
Foster Parent Award

Luz focuses on what is best for the foster children and

their families. "She not only gives love and support to her foster children, but also helps their biological parents by providing transportation when needed, so that the children can visit with their parents," says Case Worker Damaris Torres. In addition to providing foster care, Luz also has adopted three children she's fostered, who are all thriving in her home and enjoying an extended family who loves them. As Luz says, "It's for the children."

(Awards continued on page 5)

29 Employees Recognized with Merit Awards

Delta recognized 29 employees with Merit Awards for the strength of their dedication and hard work for the people Delta serves.

These individuals add to Delta's goal of being a benchmark by providing the best possible services to the Delta community.

ADMINISTRATION

Christina Guevara
Jean Nicholson

COMMUNITY CENTER

Cindy Hall
Dinah Reed
Omar Rozier
Helen Wagner

DAY CARE

Carol McCloskey

FAMILY SERVICES

Annie Bontrager
Kate Borowski
Julia Graci
Marcia Jaffe
Lissette Kelly
Regina Madison
Susan Rose
Ellen Rossky
Doreen Siha

HUMAN RESOURCES

Carole Wicks

MAINTENANCE/ TRANSPORTATION

Christine Sniadach

RESIDENTIAL

Eli Barolle
Stacy Blake
Rose Crow
Ed Currie
Walter Hardy
Sonya Jordan
Mercy Lartey
Maryanne Morris
Sampson Roberts
Shermaine Roberts
Abigail Rush

Delta Employee Awards *(continued from page 3)*



LYNNE BAHLS

ACCOUNTING

Outstanding Achievement in Professional Growth

Lynne is the Accounts Payable Manager for both Delta and DRC (Delta's New Jersey affiliate), and oversees the more than 1,000 checks that are sent out each month. "Lynne continually strives to not only see that the checks are done correctly and timely, but also that Delta is spending the funding we receive in the most responsible way," says Jeff Eshelman, Accounting Department. She works to ensure that Delta gets the maximum value for the money we spend. That benefits everyone at Delta Family Services.



DENNIS PEIFER

RESIDENTIAL SERVICES

Direct Services Award

Dennis joined Delta in 2004 as a direct care staff member, several years after retiring from a career in the United States Navy. Dennis' thorough and compassionate care was immediately recognized through his interactions with individuals and motivation to facilitate community activities. Within four months, Dennis was promoted to Residential manager. He took on supervision of one of Delta's more difficult homes and began working with two challenging gentlemen whose behaviors kept them socially isolated. Dennis worked with them to be more active and involved with a day program. "The change in the home, the individuals, staff supervision, and overall health and well-being of these individuals has been phenomenal since Dennis came to the home," says Nannette Wolf, director of Residential Services. Through Dennis' kind, gentle manner, consistency and support, these two individuals are now empowered, accepted, and are enjoying a better life.

Honoring Employees of the Month

Throughout the year, Residential Services, Family Services, and the Community Center honor employees making a difference by naming an Employee of the Month on a monthly or bi-monthly basis. Congratulations to the following 28 employees.

COMMUNITY CENTER

Mike Brzyski
Glenn Ford
Dinah Reed
Sharon Reynolds
Sherry Robinson
Omar Rozier
Gloria West

FAMILY SERVICES

Devon Aiken

Annie Bontrager
Michael Bright
Jessica Stuhl
Jill Tangora
Robert Vena

RESIDENTIAL

Eli Barrolle
Antonio Calhoun
Bakari Changalle
Judy Domanico
Terry Hobson

Mashell Knight
Emmanuel Kolleh
Mary Ann Morris
Deena Morrone
Laura Staiger
Betty Sund
Benedict Tarr
Lisa Tran
Eileen Williamson
Kebeh Zizivily

Build the Delta Team and Your Wallet

Employee referrals are an important resource for Delta. If you know someone who would be a great addition to the Delta team, you can help build Delta – and your wallet. With Delta's Employee

Referral Benefit, you could receive \$300, simply for matching someone you know with Delta's growing need for employees.

Delta will accept referrals for positions in any division. If your lead results in

a successful hire, and he or she is in good standing after six months, you will be compensated for your help: \$300 for a full-time hire and \$150 for a regular part-time position (25 hours per week or more).

All employees are eligible for this benefit, and there is no limit to how many times you may participate.

For more information, please call Delta's Human Resources Department at 215-953-0325.

Four for the Future Walk Benefits Many Agencies

The 2005 Four for the Future Walking the Challenge was held on Sunday, June 6. The walk took place at the Falls Township Community Park on Millcreek Road,

Levittown.

Four for the Future is an ad hoc group formed in 2001 to help raise funds for four nonprofit agencies in Bucks County that provide services for people with

disabilities. These agencies include:

- The Bucks County Council for Individuals with Disabilities
- Delta Community Supports, Inc.

- QUDC School of Special Education
- Handicapped Crusaders

Last year the group raised almost \$10,000 for the agencies. Read about how successful this year's event was in Delta's next newsletter.

Delta's Annual Award Ceremony recognizes those who embody Delta's mission in their daily work. Read about them on page 3.

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