

THE DELTA VOICE

CREATING RICHER LIVES FROM WITHIN

SUMMER 2005 • VOLUME 10, NO. 3



Four for the Future Walk/Run Raises \$6,500

More than 115 people put their feet where their values are as they gathered at the Four for the Future Walking the Challenge on Sunday, June 5, and raised \$6,500. Delta employees Cindy Hennessy and Heather Stuber, Community Center, and Morgan Williams, Human Resources, participated.



Jason Bentley, Pat Howley, Ruth Amesen, and Lori McFarland are four of the many people who walked to raise funds for four nonprofit agencies in Bucks County.

In its fifth overall year, the 1k walk was held at the Community Center and the 5k run, now in its third year, was held at the

Falls Township Community Park in 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

Thanks to everyone who participated in this year's event. The assistance of all the organizers and the participation of the walkers and runners make this fundraiser the success it is.

New Foster Parent Inquiry Form a Hit

When Delta added a convenient form to its website inviting people to learn more about foster parenting in January, an application form arrived

within a day of the new posting.

"We were very excited to get a submission the very next day after the form went live," says Maura Froshour, Family Services.

"The person who submitted the form through the website is currently completing our foster parent training," says Regina Madison, Family Services.

Express Interest 24/7

With the new Foster Parent Inquiry form on

Delta's website, www.deltaweb.org/foster-parent.htm, people interested in being a foster parent can contact Delta day or night.

After reading what being a foster parent entails, a person can submit the Inquiry form to Delta. The form is e-mailed to Regina, who follows up with a phone call to the person. Then she mails out an application, the Pennsylvania Child Abuse History

Clearance Form, and the Pennsylvania State Police Request for Criminal Record Check, with a letter explaining the process.

From Applicant to Foster Parent

When Regina receives the application, she checks the references and sends away for the necessary clearances. Once the paperwork is completed, Delta invites the applicant to a foster

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Reaching Higher by Speaking Up

Watergate, Steroids, and Why It's Sometimes Hard to Tell the Truth

By Bruce Sparks, Director of Human Resources

In this third article on ethics, we explore that although being forthcoming in ethical situations can be viewed negatively, knowing who you are telling the truth for can help you do the right thing. While the articles are geared to Delta employees and the workplace, we believe the principles also are valuable for everyday living.

When investigating incidents, typically witnesses are cooperative and willing to help. For some, however, an ethical issue is created when they are called upon to give statements. Some people then feel that they are faced with the following dilemma:

If I tell the whole truth, it may help explain or correct an incident, but a co-worker and friend might face disciplinary action. And I might get the reputation of being a "snitch." If I don't tell the whole truth, I won't have to implicate my friends and they will know that I have their back. However, if I'm caught not telling the truth, I can get myself into trouble.

I started thinking about this recently with the news reports about W. Mark Felt, the FBI agent who revealed that he was

"Deep Throat." He was the secret source of information for many Watergate stories written by Bob Woodward and Carl Bernstein for the Washington Post in the early 1970s. As expected, there was a great deal of excitement about this long held secret identity finally being exposed. Perhaps less expected was the backlash in some quarters. Mr. Felt was criticized. Some labeled him a criminal

and a snitch. It is surprising that this name-calling, so hurtful to us as children, is still at use by people who should be old

enough to know better.

But should we really be that surprised? You don't need to dig too deeply into the culture to see this theme repeated.

Does Speaking Up Make You a Snitch?

In his essay, "Jose Canseco, Steroids and Snitching" (www.omrinvestigators.com), Antone Aboud discusses a similar reaction to the new book by former major leaguer Jose Canseco. In his book, Mr. Canseco identifies a number of fellow players who also used steroids. Mr. Aboud recounts a radio interview with Terry Francona, the manager of the Boston Red Sox. Although Mr. Francona did agree that steroids should be driven out of baseball, he still couldn't resist calling Mr. Canseco

a "snitch". He also predicted that Mr. Canseco would be ostracized by his former colleagues.

Certainly there is a strong social influence that can make a person pause before speaking up. The people in the human services field who move beyond this dilemma seem to have two strong beliefs. First, they believe that the primary duty of human service agencies is to insure the health and safety of the people they support. Second, they are clear about whom they are working for. It's the young man in their community home, the middle-aged woman in the community center, the child in foster care. As long as we keep this in mind, doing the right thing, and speaking up as needed, should be easier.

New Foster Parent Inquiry Form a Hit

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parent training session. The final step before becoming a foster parent is a home visit/inspection. When the applicant is approved, Delta then matches them with a child in need of a home.

Do you know someone who's interested in foster parenting? Tell them about Delta's program, and direct them to www.deltaweb.org or Regina Madison at 215-887-6300 ext. 152.

The Delta Voice is published by Delta Community Supports, Inc.
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Writing and design by: **Word Work Communications**, West Point, PA
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Dionne Jackson

Everyone at Delta has a story to tell.

In each issue, A Voice from Within honors the personal story of a randomly selected employee. This time we tune in to the world of Dionne Jackson.



Dionne Jackson

Understanding Both Kids and Parents

Dionne started as a social worker in the general foster care program at Delta. When the Treatment Foster Care (TFC) program started up three years ago as a means to work with kids who have severe emotional and behavioral problems, she moved into that program.

Social workers in TFC

Delta social worker Dionne Jackson knew her name was submitted for the annual Chisolm Award given by the Philadelphia Congress of the National Congress of Black Women, but didn't think anything of it.

Each year, the National Congress of Black Women honors people in a specific field who serve their community. This year the field was social workers. The Chisolm Award, named in recognition of the late Honorable Shirley Chisholm, is given to women who provide invaluable services to the community and are often overlooked.

"I was shocked to receive the award," says Dionne, who's been with Delta the past seven years. "It's a good honor and I'm glad they are honoring social workers this year."

Dionne joins a list of women, called sheroes by the organization, which includes firefighters, doctors and businesswomen who are the core of society's ability to function, as well as being mothers and community activists.

work closely with both kids and foster parents. Dionne teaches foster parents to be aware of things that kids react to. With the children, it is a matter of working with them to change negative attention-seeking behaviors to positive behaviors. The program works with up to eight kids.

Treatment ABC's

One year ago, Dionne and

others members in TFC started using the ABC model. This model is based on three areas — Antecedent, Behavior, and Consequence — that identify what triggers and then what follows negative behavior, so social workers and foster parents can understand the reasons for the behavior and work to avoid it or change it into

something positive.

"The work can be frustrating at times, but I love working with kids to give them hope and a chance to have a normal life despite the adverse conditions they've grown up in," says Dionne. "Being a social worker involves both emphasizing with families and kids, and advocating for what they need."

Respite Home Continues to Fill Need, One Year Later

Just over a year after opening its doors in Norristown, Delta's Montgomery County Respite Home is fitting well into its new community.

"The neighborhood has welcomed us with open arms," says Nanette Wolf, director of residential services.

Delta opened the Mont-

gomery County home in March 2004 to fill a need in an area where respite options are sparse. It is the only respite home in the county. Delta also has a Respite Home in Bucks County.

Family caregivers who need some personal time can leave their loved ones in the hands of Respite

Home staff for a few hours so they can grab some dinner and see a movie, or for a few days so they can reenergize. Delta staff members are trained to work with each individual's needs, even those who require feeding tubes, a rare service in Montgomery County.

"Families love Shawn

White, who's been the manager since the home opened," says Nanette. "Shawn has been a stable force for the individuals who use the Respite Home and she makes families and individuals feel very comfortable."

Family caregivers must schedule a time in advance,

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IN MEMORIUM:

Remembering Marilyn Smith

By Edna Hopkins-Rozier, Residential Services

Keep Smiling...Keep Shining



Marilyn C. Smith was born on September 10, 1935 and she departed this life on June 18, 2005.

This persistent, yet peace loving lady, lived the life that God gave her. Marilyn enjoyed her rich life experiences of working, traveling, and spending fun times with her friends. Never taking too much attention for herself, Marilyn graciously waited for her turn to be

noticed. Everyone loved her independent spirit.

Marilyn left this life, and left us a priceless treasure — memories in our hearts.

Family and friends gathered at her home for a memorial to her life on June 28, 2005. “That’s What Friends are For” by Stevie Wonder sealed the celebration.

Keep smiling...keep shining, Marilyn.

Spring Fling Contest Winners



Congratulations to Yelena Volfson, Linda Vandegrift, and Laura Steele — the winners of this year’s Spring Fling Decorating Contest.

Out of the 24 homes that spruced up for Delta’s Spring Fling Contest, the six judges from Residential Services awarded first place to 1988 Hollandale Road for their warmth, beauty, and personalization of both the inside and outside of the home.

“I was impressed with the effort they made to beautify and improve the exterior, lawn, and gardens,” says Betty Sund, one of the judges. “All the bedrooms were beautiful and personalized to each of the ladies who live there, and it felt very home-like.”

Second place went to 4569 Windingbrook Drive. “If it was put on the market, I would want to move into it and live there,” says Don Trohoske, one of the judges.

4937 Ridge Avenue received third place. “Inside was nice, home-like, and clean,” says Andrea Ashman, another judge.

The three other judges were Rob Clark, Dennis Peifer, and Aloysius Togba.

All winners received Target gift cards for their hard work and creative efforts.

Family Services Works on Advancing at Retreat

Delta’s Family Services department retreated to the Pocono Mountains on April 28 and 29 for some old-fashioned team building and values orientation.

“Much of our work in Family Services is fairly intense relational work, so we need to be able to rely on one another,” says Kevin Ryan, medical treatment supervisor. “We need to think beyond our immediate program and keep the big picture of Family Services before us.”

During a team building exercise, people from different programs in the department — medical foster care, adoption, behavior management — were

mixed together.

Under Family Services, a child may move from one program to another as he or she gets treatment and services, so it is important that everyone in the department knows each other in order to ensure the child is properly cared for.

New HIPPA Regulations, Reflection Fill Second Day

Family Services Director Scott Eldredge’s demonstration of the release of a patient’s personal information aptly described the need for the new regulations of the Health Insurance Portability and Accountability Act (HIPPA).

One co-worker volunteered to be a patient, and as others made comments about the “patient’s” personal information, Scott placed a blanket over the co-worker. It was not long before the patient was covered with blankets and feeling heavy from all the personal information shared publicly.

Then, the department discussed Delta’s values — customer focus, teamwork, stewardship, best practices — and how these values impact the work of Family Services employees.

“Part of the dynamic is just getting out of your typical role and setting, and being able to let your hair down,” says Kevin.

Who's Who in Accounting

Oversight/Support

Jeff Eshelman, Controller

Paul Allegretti,
Accounting Manager

Judy Costello,
Administrative Assistant

GeneralLedger/ Budgets

Anthony Pileggi,
Senior Accountant

Heidi Kull, Accountant

Michele Schimmel,
Cost Accountant

Accounts Payable

Lynne Bahls, A/P &
Purchasing Manager

Wendy Wexler, A/P
Accountant – DRC

Jean Nicholson, A/P
Accountant – Delta

Nancy Uricchio,
A/P Clerk

Payroll

Karen Detweiler,
Payroll Coordinator

Dawn Carrion, Payroll
Accountant – DRC

Accounts Receivable

James Jackson,
A/R Manager

Donna Delnicki,
Foster Care Technician

Christina Guevara,
Client Finance Technician
– Delta

Dwight Dunbar,
Client Finance Technician
– DRC

Joanne Derosier,
A/R & P/R Clerk

You'll Find More than Numbers in the Accounting Department

According to Jeff Eshelman, the Accounting Department Controller, Accounting is staffed by behind-the-scenes people. In this issue, we're putting them in the newsletter spotlight so you can get to know them, and what they do.

The Accounting Department, often referred to as AO (Accounting Office), handles the financial functions for both Delta and Developmental Resources Corporation (DRC), Delta's New Jersey affiliate. Their work includes accounts payables and receivables, payroll for more than 350 employees, budgeting, accounting for the Foster Care division, and billing for Childtymes Day Care.

Evolving Billing with eVolv

The Accounting Department is currently testing eVolv, a customizable web-based program for case management that Delta implemented in 2003, to generate billing. "Through eVolv we will be able to access information we need for billing and patient services," says Jeff.

They are also working



The Accounting Department kicked off their annual retreat with lunch at the Pike Restaurant in Spring House in November 2004.

on offering online billing through the PROMISE system, which Delaware County is currently testing. "Eventually eVolv will generate an invoice that is sent out through the PROMISE system, which will streamline the process for both Delta and our clients" says Jeff.

Team Building by Bowling

The department has held an annual retreat for the past three years. "Since the people in AO are very focused on their work and spend most of their time dealing

with numbers, for the 2004 retreat we chose to focus on relating as a team" says Jeff. After lunch at the Pike Restaurant in Spring House in November 2004, AO did a team-building exercise —

bowling — at Facenda-Whitaker Lanes in East Norriton.

With randomly chosen teams, people had the chance to work as a team with others in the department with whom they might not normally work closely. The fact that it was a team building event didn't rule out some friendly competition. James Jackson went home with



James Jackson bowls the Accounting Department away with his high scores at their 2004 annual retreat.

the award for the highest score.

"The day provided everyone with a chance to interact with their coworkers in a relaxed atmosphere, which everyone enjoyed" says Jeff.

Community Center Staff Celebrated

The staff at Delta's Community Center received an unsolicited pat on the back on May 18, something that has become a tradition.

For the past eight years, a group of parents whose children use the Center have thrown a luncheon to honor the work and dedication of the staff.

"Oh, we love it. We look forward to it every year. All the food is homemade and they give us a different memento



Both Community Center (CC) staff and families enjoy spending time together at the annual luncheon, including Dinah Reed, CC; Gloria West, CC; Mrs. Parsons; Mrs. Kladky; Sharon Reynolds, CC; Mrs. Luz; Shante Wilbourn, CC; and Laverne Smith, CC.

each year," says staff member Linda McKenna.

Throughout the year, the Community Center has

numerous activities each day, and plans special day trips to ball games and other attractions in the region. Linda says the center is so active, everyone from extended day care staff to the maintenance crew gets to meet and know the individuals and their parents.

Often people just forget to say "Thank You." But these families show their appreciation. "We are doing a good job, and it is nice to be appreciated," says Linda.

Respite Home Continues to Fill Need, One Year Later *(continued from page 3)*

but in the past Delta has been able to rush the intake process to accommodate last minute requests.

Carol Campalong used the Respite Home for her brother, Joseph, who suf-

fered a stroke and needs placement, so she could get out once in a while.

"It was wonderful. Shawn was wonderful and took really good care of Joseph. She interacted with him.

They were very cooperative and stayed on top of things," says Carol.

Carol Weisinger says the staff at Delta's Respite Home takes care of her every concern with her daughter,

Katy, who uses a feeding tube. Carol took some time to find an agency that could handle someone with the feeding tube and was glad to find the Respite Home.

Turn to page 1 to find out how Delta is reaching out to potential foster parents through its website.

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