This is the third in the four-part series on the history of dFs. When I remember 1999, I immediately think -- “dFs Y2K Preparation Plan.” Like so many other businesses we were focusing on making sure our computers would continue to function into the new millennium. This was also the year we opened our Buhl Court group home as part of the dispersal of former Polk residents back to our community.

The year 2000 marked the 15th Anniversary of dFs which we celebrated with a birthday party. At the party we played dFs trivia with our hosts, Not-Pat Zajac and Banana White. At the time of our celebration we had about 65 employees and served about 300 clients with an operating budget of 2.2 million. We had a much larger client base at this time because we were providing Breakthrough and Wraparound services to teens.

In 2000 dFs won the lottery! (But not in a good way). Just as we had our office completely torn apart and all of our furniture and files locked in a moving van in preparation for whole-office carpet installation the Joint Commission showed up for a random unannounced survey. Nancy remembers standing in our old conference room with carpets being torn up around her, staff asking where do we put this and what should we do with that, when in walks this professionally dressed surveyor who smiles and says, “Hi, I’m Barbara Smith (not her real name) from the Joint Commission and this is a random unannounced survey”. Nancy looked at her and said, “you’re kidding, right?” No, she was not kidding, only 5% of JCAHO accredited agencies across the US are chosen for one of these.

In This Issue

The Early Years 1999-2004 .......................... 1
The Early Years 1999-2004 .......................... 2
Star of the Month........................................ 3
New Employees ............................................ 3
Provider Appreciation Dinner ....................... 3
Annual State Licensing ................................. 4
Picnic ................................................................. 5
Surprise Staff Awards ................................. 5
Client Advisory Committee .......................... 6
Memorials ..................................................... 6
Leslie Saprano Summer Fest .......................... 7
dFs Yard Sale .................................................. 7
unannounced surveys. (Lucky us) Despite the surprise, we came through with flying colors.

On September 7, 2001 **dFs** opened a home for autistic children. Also during 2001 we began providing services to individuals with intellectual disabilities from both Crawford and Mercer counties. This was the beginning of our becoming a regional provider.

In 2002 we opened our Oakland group home to serve two young women. As our intellectual disabilities services continued to grow our services to children/teens began to decline. This was the last year for our Breakthrough program. August 2002 was the first of our summer Arts Camps for children & adults which we provided over 3 summers.

In 2002 our agency annual budget had grown to 3 million and we were starting to out-grow our office space. We purchased the land for our new office building.

CHAPs, our adult training facility, opened in 2003 serving two participants in rented space in the Salvation Army building.

Also during this year, **dFs** became part of the online community with our website [www.diversifiedfamily.org](http://www.diversifiedfamily.org). Jim Stevenson became our board president in 2003 and in 2004 our board of directors kicked-off the capital campaign for our new office. Every board member contributed, raising over $15,000.

From 1999 -2004 our reputation for providing quality services was established and **dFs** began to branch out into other counties, the start of becoming the regional provider we are today. To be continued….I
Contributed by: Stacey Llewellyn, Personnel Assistant

Kim Gadola, Residential Program Worker was selected as June’s “Star of the Month.”

The “Star of the Month” for July was Driver, Steve Kuharik.

A certificate was placed in the office waiting area in honor of each “star.” Each “star” receives a token of appreciation. In addition, each “star’s” name was added to the “Star of the Month” plaque that is located on the “dFs Wall of Fame.”

Congratulations to all recipients of this award!

**PLEASE WELCOME OUR NEW EMPLOYEES**

**Direct Care Professionals**
- Mildred Alford
- Uneka Ali
- Heather Butterfield
- Jessica Coup
- Ashley Crawford
- Carol Darby
- Carly Dujenski
- Patty Gelesky
- Christine Hamilton
- Liz Huber
- Amy Kantner
- Jalisa Kirkland

**Residential Program Supervisors**
- Nakia Locke
- Tawnya Lowe
- Carrie Meyer
- Megan Namisnyk
- Valerie Owen
- Linda Reagle
- Leah Runyan
- Carly Secrist
- Kathy Telega
- Feance Talbert
- LaShara Wilder
- Valerie Wise
- Cindy Byers
- Alena Fink
- Jerry Pollock

**Maintenance**
- Bryan Schumaker

---

Each spring, we pause to celebrate the dedication and hard work of the Foster Parents and Family Living through Life Sharing Providers by hosting the Annual Provider Appreciation Dinner. Our guest speaker for the event was Brian Speakman, he covered the topic of Family Dynamics. This year, dFs welcomed the following providers: Brenda and Ray Augustine, Ron and Elaine Woughter, Sherri Lowner, Robert and Jennifer Artman, Desiree Verheyen and Debra Gadson. As a small token of our appreciation dFs presented them with potted plants.

dFs appreciates all the work they do, and recognizes their outstanding efforts and dedication.
Annual State Licensing Inspection for Lifesharing and Group Homes

BY Cathy Proctor, APD

The annual State Inspection for Lifesharing homes was conducted on June 9th, 10th & 11th. We have 7 Lifesharing Families and provide Lifesharing services for 9 individuals. Four of the seven sites were full inspections, covering programming, medical, and provider records as well as a site and safety inspection. The remaining three sites were fire safety inspections.

We received 100% compliance in all areas across the board. Some of the positives voiced by the inspectors were:

- Longevity of placements
- Families and individuals are well matched
- Homes are very nice
- Importance is placed on fire safety
- Records are well organized
- Progress notes have a good format and are easy to read
- ISPs are very extensive and well done
- Agency had County representation at the exit meeting
- Agency followed up on previous year’s recommendations

The annual State Inspection for Group Homes was conducted June 22nd, 23rd, 24th, and 25th. We have 15 Group Home sites and provide services for 41 individuals. Ten of the fifteen sites were full inspections, covering programming, medical, and employee records as well as a site and safety inspection. The remaining five sites were fire safety inspections. Fourteen of the fifteen sites received 100% compliance in all areas across the board. There were 2 medical record non-compliances at one home that have been brought back into compliance and one non-compliance on a reporting time line. A plan of correction has been put into place to address that issue. Overall it was an excellent inspection.

Some of the positives voiced by the inspectors were:

- Really Good Inspection
- Many staff with longevity
- A lot of progress with individuals with behavioral challenges
- Good organization and tracking system
- Psychiatric appointments completed more often than required
- Quarterly reviews more extensive than required
- ISPs and Quarterlies are also reviewed and signed off by the Program Specialist’s supervisor
- Files are very organized
- Individuals are working on multiple goals

Great inspections are the result of the hard work of many dedicated staff at dFs. It is a wonderful team of caring people from the Direct Care Professionals to the CEO.

Thank-you to everyone
On June 25, 2010, we celebrated dF's 25th anniversary with a Client appreciation picnic at Buhl Park. Over 130 clients and staff attended. Beautiful weather was the backdrop for the picnic. Clients and staff enjoyed themselves with volleyball, corn hole, soccer, kickball, basketball, bubbles and frisbee. The buffet was filled with many different dishes of desserts, sides, and our main dish, Sloppy Joes.

At the end of the day before the picnic was over, staff and clients battled it out in a water battle. Everyone was soaked and no one won, but there were smiles everywhere. It was a great time for everyone. Thank you to all staff and clients for making it successful and unforgettable.

**SUMMARY OF SURPRISE STAFF AWARDS**

<table>
<thead>
<tr>
<th>Date</th>
<th>Award</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2009</td>
<td>Medication Accuracy</td>
<td>Crawford &amp; S.8th Street</td>
</tr>
<tr>
<td>October 2009</td>
<td>Safety Award</td>
<td>Richmond</td>
</tr>
<tr>
<td>November 2009</td>
<td>Least Call Offs - &quot;Reliability&quot;</td>
<td>S.8th St. and Crawford</td>
</tr>
<tr>
<td>December 2009</td>
<td>Best Use of Digital Camera</td>
<td>Venango</td>
</tr>
<tr>
<td>January 2010</td>
<td>Timeliness/Accuracy w/Paperwork</td>
<td>TAA’s, SSA’s, Cara Austin</td>
</tr>
<tr>
<td>February, 2010</td>
<td>Fewest Medication Errors (tie)</td>
<td>Buhl Court and Hubbard</td>
</tr>
<tr>
<td>March 2010</td>
<td>Least Call-Offs &quot;Reliability&quot;</td>
<td>Buhl Court</td>
</tr>
<tr>
<td>April 2010</td>
<td>Vehicle Maintenance</td>
<td>Victoria</td>
</tr>
<tr>
<td>May 2010</td>
<td>Tornado Drill Form Turn-In</td>
<td>Hubbard</td>
</tr>
<tr>
<td>June 2010</td>
<td>Accuracy in Completing Client Data Sheets</td>
<td>S. 8th Street</td>
</tr>
</tbody>
</table>
Tina McMillan, a member of the client advisory committee, interviewed several individuals at dFs. Tina, with the help of her SSA, brainstormed questions that could assist her with client’s likes, their needs, and activities enjoyed and what they like about their staff.

The following questions were asked during each interview:

1) What do you like about dFs?
2) How do the services help with your everyday living?
3) What do you like about the staff you work with?
4) What activities do you like to do at your day program?
5) What activities would you like to participate in with staff and/or at the drop-in-center?

1) The people you see every day, it is nice here and I enjoy it, it’s a nice program, doing crafts, meeting new friends, and they (staff) help me out and teach my goals, the nice people and my friends, getting along with everyone.

2) Going home and being able to take care of my sister’s dog, being on my own, cooking, helping me out with my money, teaching me things, gets me out of the house, help me to someday live on my own.

3) Every morning I come in they say “hello”, they are all nice, they take me different places, they treat me like a human being, will do things for me, nice people, they are very helpful, going to work to clean.

4) Everything, going bowling, making stuff, painting, dancing, knitting, cooking, and going for walks.

5) Playing ball, making beaded crafts, going to see my family, shopping, picnics, go the shows, going to visit friends, dancing.

Bonnie Kralevich

Bonnie Kralevich, mother of Robin Kralevich (Robin Kralevich Memorial Scholarship), passed away peacefully last April after a lengthy illness. Bonnie had actively volunteered at dFs helping with our “Doodles” auctions and other tasks. Her special interest was participating in the annual selection of a recipient for the Robin Kralevich Memorial Scholarship. Bonnie was a contributor to the scholarship fund and enthusiastically and joyfully presented the scholarship each year. Bonnie will be greatly missed.
Clients from all over the county came to participate in the Leslie Sparano Memorial Summer Fest. The event took place at the Mahaney Recreation Area on Friday July 16th which was a beautiful summer day. Clients participated in a wide range of games including bingo, plinko, and a dunking booth. Live music was played and a magician created fun balloon designs. To take a break from all the excitement clients could participate in relaxing boat rides down the Shenango River. In addition to the fun and games, there was an abundance of tasty picnic food and snow cones to help cool off from the summer heat. Overall, the fun atmosphere of this event made for a great day!
Diversified Family Services
5454 East State Street
P.O. Box 1027
Hermitage, PA 16148
www.diversifiedfamily.org
“Helping Families Since 1985”

BOARD OF DIRECTORS

President ................. Jim Stevenson
Vice President ....... Audra Kosmowski
Secretary .............. Andrea Davidson
Treasurer ............... Carole Giroski
Member .................. Jennifer Cidila
Member ............ Dana Frankenburg
Member ............ Marilyn Heckathorn
Member ............ Rosemarie Janosko
Member ................ Ken Johnston
Member ............ Dr. Frank McElree
Member .............. Meg Mirizio
Member ............. James Shaffer
Member ............. Russell Swauger

CELEBRATING 25 YEARS

Happy 15th Birthday
dFS