

Community News

A Newsletter for Friends of Residential Resources, Inc. August 2016

Memo: O'FISHAL REPORT

From: Ken Lee, Quality Improvement Coordinator

Topic: The RRI annual Mackerel, Starfish, Cod & Perch Fishin' Mission AND Expedition!

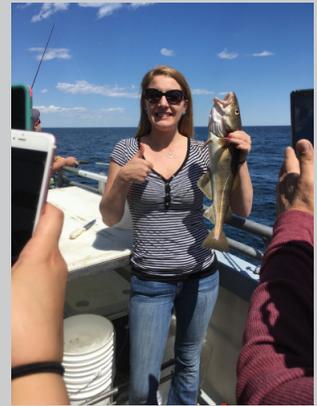
For the 21st year in a row, with no exceptions, or remission, Residential Resources has sponsored its annual Fishin' expeditions.

Cap'n Scott, and his crew of gregarious sailors of the fishy sort, hailing from as far as Keene, NH and Southern Maine, gathered together once again, pooling their provisions, and hoisting them aboard the mighty Lady Audrey Mae, and setting sail from AND to the Coast of New Hampshire. Together, united in their determination, they fearlessly battled waves as high as 2 feet during the course of this excursion.

Inclement weather notes: Well, at times there appeared to be anywhere from 70 to as many as 80 degrees gathered above the sea, and along the coastline. And although I'm told they were Fahrenheit I must tell you, they appeared far taller to this observer.

Suspicious undersea activity notes: On several occasions, millions, (if not dozens) of maniacal & malevolent mackerel were observed by the ship's advance warning radar system to be suspiciously approaching our ship's unprotected lower hull. The only recourse the crew had was to prepare sharp hooks, placed at the end of thin wires, into the water in an attempt to confuse them, before they had a chance to organize a siege on our undefended ship.

Fishing Trip continued on page 2...

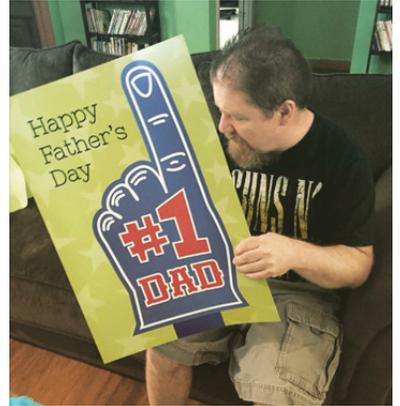


World's Greatest Dads

Jess Neves, DSP Lead
Manchester, NH

At Fremont Road Father's Day was a jam packed day for our two men of the house. Michael Fisher woke up that Sunday morning with excitement and anticipation for a great and fun day ahead of him. He took extra care with his appearance, putting on a rather dashing collared shirt and his good blue jeans. He was dropped off at the Holy Grail by one of our staff and met up with his family. They spent quality time together, exchanging laughs and going down memory lane. Michael described it as one of many best days of his life.

During the time that Mike was gone spending time with his family, John "Ozzy" Osborne was having his own little Father's Day get together. His daughter Jessica showed up with a bag full of gifts. And a GIANT card, which of course Ozzy absolutely loved. Although she brought gifts for him, the best gift he could have received seemed to be having Jessica there with him. They had such a blast together, talking about music and scary movies. Later on during Jessica's visit, she was able to take him out for a coffee run where they were able to have some time alone together. He came back to the house happier than ever.



Later on that night, after Mike and Ozzy were done with their fun Father's Day with their family, the staff at the house wanted to treat them with a special dinner of lasagna with garlic bread and a nice strawberry cheesecake for dessert. They both seemed to really enjoy their dinner and dessert.

Once they both felt the need to lay down and rest their exhausted bodies, you couldn't help but notice that there was a much deeper smile and a peaceful look on their faces. All because they were able to spend time with their families.

Fishing Trip *continued from front page...*

The well trained sailin' folks were easily able to keep these slick characters on the defense and a few were taken prisoner (to be grilled and placed on dinner plates later that same evening.) Some of the more sporting chose to bring suspect mackerels to the surface just long enough to interrogate them, and then throw them back, in hopes that they would take back the story of our "peaceful intentions" to the rest of the Mackerel community.

There was a single tiny Perch that I myself helped another fishing enthusiast bring aboard, but due to its lack of experience, and seemingly innocent persona, was pardoned and sent back to the blue waters from which it appeared. First Mate Bethany Dow snagged the only Cod of the day, which was deemed too short to be admitted on deck and was quickly sent back to the depths. A single starfish was also brought aboard by Yeoman Colin, and after a thorough investigation, was also allowed to be repatriated to its watery realm.

Michael reported he had a great time, on what he says was his first trip out on the sea in a few years. Philip and Arthur who were veterans from many, many previous sailings also spoke of the good time they had this year.

All in all, the 21st sailing appeared to be a 21st century success!

Welcome Kaylee & Danielle to our MSC Team

Jamie Stevens, Office Assistant
Plattsburgh, NY

I am delighted to introduce our two newest Medicaid Service Coordinators at our Plattsburgh, NY office: Kaylee Young and Danielle Reyell.

Kaylee (top) joined our office on June 12, 2016. She is a graduate of SUNY Plattsburgh with a Bachelor's degree in psychology. Kaylee has 2 years' experience working as a Service Coordinator for Advocacy & Resource Center.

Danielle (bottom) joined our office on June 20, 2016, she is also a graduate from SUNY Plattsburgh with a Bachelor's degree in social work and a minor in psychology. Danielle has 3 years' experience working as a Service Coordinator for Partners in Transition Supportive Employment.

We are truly excited to see what these two will bring to our company, so please help in welcoming these them. We know with their experience and work history they are both great new assets to us.



My Weekend with the Animals

Connie Loiselle, Participant
Emerald St., Keene, NH

I got to visit the animal petting zoo in Antrim over the weekend. They had baby llamas, a giant turtle, and a very large snake! I was very scared when the snake stuck his tongue out at me! The baby llamas showed us their teeth, they reminded me of a man's hand. They were huge!

I also got to go to the horse farm over the weekend. I think they were called Newfoundland ponies. They were a beautiful brown and very tall. I got to watch the owner of the horses feed them hay. They really seemed to like it! I really had a great time with my home provider, Sharon. She is very good to me!

A Heartfelt Thank You

Ellis P. Baum, Regional Director
Scarborough, ME

Just when we thought things couldn't get any busier, the Scarborough Region expanded! In both April and June new homes were opened in Westbrook for four new individuals needing supports. It has been a VERY long time since we have opened new homes, so this was VERY exciting! I would like to introduce Michelle Esposito and Jennie Hood who are now living in Blue Spruce I and also Ethan Hepner and Dylan Aitken who are now living in Blue Spruce II.

However, once you work through the initial excitement of expanding, it is important to recognize that expansion is tremendously hard work...and tremendously vital work. For any business to be successful, being able to grow is essential. Growth generates more revenue, makes the organization more recognizable, employs more people, and the best part is, here at RRI this is done by helping people in need. But let's not forget about the hard work part...growth requires a tremendous amount of leg work and planning. Growth is hard on resources: it costs money to grow; it spreads thin staffing thinner, and adds a great deal of stress to not only those who are intimately involved, but to an entire region.

For these reasons, I have some thanks to give. First and foremost, I would like to thank Nicole Dudley. Nicole is the Program Manager for both of these new homes and she has been outstanding. Meeting after meeting, chasing down doctor's orders, coordinating staff, making files, and even swapping out dryer cords...Nicole has been instrumental. I would also like to thank Anne Conley, who busted her butt on getting new employees hired in time for the programs to open. Next I would like to thank everyone in the Scarborough office, who helped move and purchase furniture and washers and dryers, ran errands, made phone calls, and shared staff. Lastly, I'd like to thank the DSPs who have stepped in and helped support four brand new people that we knew very little about. This has truly been a team venture and I could not be prouder of this region for making this expansion happen.

Thank you all very, very much.

Thank You & Good Bye WKS/RII

Tami Loya, Associate Director
Ballston Lake, NY



I have had the pleasure of working for this organization for 4½ years and now it's time for me to move on and try something new. I would be remiss if I didn't thank the people here and say my goodbyes.

I am just so impressed by so many people here and I wish I could take the WKS Office people with me everywhere I go! They are just amazing... organized, responsive & fun! You all have helped me tremendously and kept me on my toes. Thank you for your patience and assistance.

Plattsburgh office has been wonderful to me ~ helping and being a great office to mirror when it comes to services and procedures. The New York Team is unstoppable!

Ballston Lake Office... I have learned so much by being the Associate Director here. I take a piece of every client and employee I have had the honor of working with. I loved this job and being a support to all of you. The staff at the BL office are simply incredible! We work so hard but that doesn't stop us from having so much fun at work. You all have made it a place where I looked forward to going every day. As a team we have grown this office and I only see it getting better and more diversified. The knowledge base these employees have is diverse, yet cohesive, to enhance services to the many populations we serve. THANK YOU, each and every one of you. You are all amazing women and I am proud to have been a part of this team and call you my friends.

Thank you to everyone who contributes articles and pictures to the newsletter.

Articles are due by the second Friday of each month for the following month's newsletter. The newsletter will be posted at www.resresources.com on the first business day of each month.

If you do not have access to the internet and would like a copy of the newsletter mailed to you, please contact your local Residential Resources office to make arrangements.

Community News

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William K. Schofield, Ph.D

Founder and Owner

Our Guiding Principles

Creativity We foster creativity by exploring and learning, embracing change, and pursuing best practice. We always ask ourselves, 'Is there a better way?'

Truth / Honesty We foster an environment where open and honest feedback and sharing are expected, encouraged, and supported. We honor commitments; and we share feelings, opinions, experiences, ideas, and information in order to optimize each individual's personal and professional growth and development.

Empowerment We empower people through a process which includes giving them the opportunities, the authority, the information, and the examples necessary to become successful decision makers.

Diversity We welcome and value different perspectives, contributions, and capabilities. We promote growth, opportunity, and experience.

Quality We continually improve our services by: Promoting positive change; Increasing knowledge and skills; Encouraging personal growth; Valuing individual differences; Learning from our experiences.

Respect We believe that respect is a right, and we conduct ourselves accordingly. Our standards include the exercise of human dignity; the honoring and valuing of self and others; and communication that is clear, direct, and honest.

Trust We create trust by being consistent, stable, honest, and reliable. Trust also requires sincerity, knowledge, and capability.



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