

July 2007



DOORWAYS

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HOEFT RECEIVES 2007 BARB FOX AWARD



The Board of Directors of Creative Community Living Services, Inc. (CCLS) recently recognized Jo Lynn Hoeft, Accounting Supervisor, as the 2007 recipient of the Barbara Fox Memorial

Award. Hoeft was recognized for demonstrating leadership abilities while promoting the reputation, contribution and welfare of persons with disabilities.

Hoeft began her tenure at CCLS in October of 1989 as Bookkeeper, holding other various accounting positions as she climbed the corporate ladder to her current position as Accounting Supervisor in 1997. This year marks Hoeft's 18th year of service with CCLS.

Two Area Directors (AD) within CCLS nominated Hoeft for this distinction. One AD summed up Hoeft's nomination:

"Jo Lynn reflects the best qualities of Barb Fox that we hold dear...Jo Lynn carries herself with a quiet grace, dignity and dedication..."

The Barbara Fox Memorial Award is granted annually to a CCLS employee who exemplifies leadership characteristics while enhancing the dignity of people with disabilities as they seek their own level of independence. The award was originated in 2000 by the CCLS Board of Directors and was created in memory of Barbara Fox, long time President of CCLS. Fox was a trusted leader and a creative innovator who helped guide CCLS through many challenges including vigorous expansion, constantly changing standards, and ever-present funding difficulties. It is in her memory that the Board of Directors honors Hoeft.

The Board of Directors is proud to acknowledge Jo Lynn Hoeft and her positive impact upon the agency and services provided to individuals with disabilities.

CREATIVE COMMUNITY LIVING SERVICES, INC. RECOGNIZES STOKES AS RECIPIENT OF STATEWIDE JON A. NELSON AWARD

Creative Community Living Services, Inc. (CCLS) recently named Sandra Stokes as the 2007 recipient of CCLS' statewide Jon A. Nelson Award. Stokes is a Program Manager (PM) at a CCLS Community Based Residential Facility (CBRF) and received the award for demonstrating leadership abilities in promoting the reputation, contributions and the welfare of individuals with disabilities. Additionally, CCLS also recognized Todd Strittmater and Robert Grant as regional award recipients.

Stokes began her tenure with CCLS as a Residential Coordinator in November of 2003 in the Milwaukee area. In October of 2005, she was promoted to PM. Her award nomination papers state that Stokes provides exemplary client services, demonstrates positive teamwork and advocates for the clients she serves. Today, CCLS services almost 255 clients in the Milwaukee area alone. Supports include Adult Family Homes, Community Based Residential Facilities, Supported Living Options, Waiver Case Management and a variety of non-residential

services focusing on promoting independence.

The CCLS Board of Directors created the Jon A. Nelson Award in early 2007 to be granted annually to a CCLS employee who exemplifies the leadership qualities that Nelson believes are imperative to the success of quality services for people with disabilities. Jon A. Nelson was one of the four men who founded CCLS in 1973. Nelson's vision has continued with the company through the years as CCLS has flourished and is mirrored through the staff.

The CCLS Board of Directors is proud to honor Stokes and her positive impact upon the agency and services provided to individuals with disabilities.



Stoneridge II—Central Region Program of the Year



What an amazing year this has been with two very special women! The Central Region includes a program where two women, both with very different disabilities, live together in an apartment. Not only is there a difference in ability, but also in age. Despite these differences, these two ladies have made an impressive journey together and have become the 2006 Program of the Year.

Stacy Fischer became a CCLS client in December 1992, when she was 24. She was young, wheelchair-bound and this was the first time she was living on her own away from Mom and Dad. Since that time, Stacy has touched so many people both in the community and on the CCLS staff. She is a vibrant lady who always wants to help others. She laughs, smiles and loves to belt out songs while listening to music. There have been, of course, many obstacles in her life and a few bumps along the road on life's journey. Living in a small community and being disabled sometimes has its own obstacles, but Stacy insists on being out in the community and saying hello to everyone that she sees. Previously, few people would even say hello, and some shied away, but since she is out almost everyday in the community, people now know her and make it a point to say hello.

Stacy's roommate, and the other integral part of the Program of the Year, is Carol Neuman. Carol became a client with CCLS on December 1, 2002. She had previously lived at the Mackie Street Group Home for a few years in the early 1990's. She then went on to rent her own apartment, however she experienced some problems and began supports with a different company until she came back to CCLS in 2002. Carol's disabilities are much different than her roommate's. Carol uses a walker to get around and is very independent in both her personal cares and in her social life. Carol has a boyfriend of 19 years and enjoys spending as much time as she can with him. Carol has worked at her job for over 29 years and continues to love to go to work everyday. Carol has dealt with numerous health concerns and works around them to continue the life she enjoys. Carol is well known around town and has a large family. Since she is independent, Carol is also allowed to stay home

by herself for a period of time and has a life line necklace in case she would start to have a medical emergency. Carol is a very positive person and enjoys knowing much about her large group of friends and acquaintances. She is a big heart and enjoys Bingo and computer games. She loves to joke with people to make them smile. Carol goes out of her way to make sure her roommate is happy and well taken care of. At times, Carol has been labeled the "Mother Hen" of the house.

In the past year, both of these ladies have met a medical goal, and along the way, have become a glowing example of what CCLS strives for: client independence. In the past the ladies use to like to sit at home and watch the Game Show network; today they are out in the community, shopping and bowling. They are involved in area activities which include ARC, Special Olympics (softball throw and wheelchair obstacle course), Senior Center and, of course, BINGO. Both ladies enjoy going to their High Intensity Aerobic class once a week. Not only have they become involved with community activities, but they also enjoy having cookouts at their house, lawn parties, game nights, bowling parties and movie nights.

At the same time that their social activities have blossomed, they have both experienced positive medical changes. Carol has not suffered from a long standing medical concern all year and has increased from one hour of independent alone time to two hours. She has met her goals in making positive lifestyle changes, and has now earned a day with her sister at Ho Chunk.

Stacy has worked hard this past year to understand the major differences between her and Carol: their physical abilities and their ages. At times being in a wheelchair and not as mobile has prevented Stacy from going along with her roommate. At these times staff will plan a special outing for Stacy so she doesn't feel left out. Both ladies have made positive lifestyle changes that are evident not only in themselves, but also in the house they live in. They have spent time decorating it and really making it their home.

In the past, the ladies have experienced many staff changes in their program, starting with the Program Director position and reaching to the ranks of the Residential Coordinators as well. This has been emotionally difficult for Stacy and Carol, as they become attached to staff in a very short time and don't care for a lot of changes. Staff have worked very hard in this program over the past year to make sure that things are consistent and stay the same. Not only have the ladies been happier, but now staff enjoy working in the program, making it fun to go to work. This makes life a lot easier for both staff and clients.

Everyone involved in this program from the County Case Managers to the guardians and CCLS staff has stated what a change a year can make. This is why Program Stoneridge II deserved Program of the

Year. Way to go everyone who has support these ladies!! The Central Region thanks each and everyone one of you for adding your personal touch to the Program and for making this past year so wonderful!

Special note from Jan Baumgartner, Central Area Director: *Robyn Weitz is the Program Manager for this program, and the driving force behind the positive changes experienced by Stacy and Carol. Robyn herself is a vibrant person and loves to be out in the community. She has made a great effort to find things of interest for her clients and then find a way to help them participate. She has planned some splendid outings over the last year that have been reported in our Doorways and Grapevine newsletters, making some very memorable times for the clients in the Central Region. Thanks again to all the staff who made this a winning program and to the ladies for taking the risk and trying new things that have made such a difference in their daily lives.*

Supportive Home Care Program—North Central Region Program of the Year

In January, the Supportive Home Care (SHC) Program saw a major change in structure. Because CCLS was asked by Portage County to cut the budget by 10%, each individual SHC program was combined into one big program with one Program Manager (PM). Initially there were 10 PMs supervising the SHC programs, now there is one. In the beginning, it was uncertain if one PM could take on all of the responsibilities of the SHC programs combined and it was determined that in order to do this, all of the PM's hours would need to be office hours.

In 2006, four additional clients were added to the SHC program making April Voit, the PM, responsible for scheduling approximately 1500 hours per month which varies from month to month due to client cancellations, vacations, hospitalizations, etc. April has implemented various techniques to assist her with keeping track of all of the hours as well as all of the clients needs. Many of the scheduled hours do not change from day to day; however some do, and April often spends a couple of hours a day moving staff around due to

staff call ins and last minute client changes or requests.

Most of the needs of the SHC program clients are life sustaining so when April has a staff call in, she is not able to reschedule that shift to another day and must find staff to cover the shift or go in herself. I personally do not receive many calls from April's clients or staff and attribute that to her availability and dedication to her programs, CCLS and to her role as Program Manager. In addition to being the PM for the Portage County SHC program, April is also the PM for the support program in Waupaca and currently supervises 30 staff.

I am nominating the Portage County SHC program for Program of the Year because making it into one program has proven to be successful and possible to do without compromising the quality of services that CCLS has always been known for.

66th Street —Eastern Metro Region Program of the Year

In November 2003, CCLS worked with Tri-Star Living to build a five-bed CBRF Class C facility, located at 8484 N. 66th Street. The residents who were planning to move into this facility were all relocating from Heartside. By the end of 2003 all five ladies moved into the new home.

This program had some problems from the start, and it appeared this program had a black cloud over its roof. After struggling through the first two years of existence and having some growing pains along the way, this program has made great improvements under the supervision of Sandra Stokes.

Sandra and her staff have pulled together to provide quality services to the individuals that reside in this

program. It's because of their dedication and hard work, that they have been named the Eastern Metro Program of the Year. The facility received a picnic table for the deck for winning the title of Program of the Year.

Welsh-Eastern Region Program of the Year

The Welsh Court home has been a cornerstone of CCLS' services in the Eastern Region for many years. Located on the north side of Waukesha for nearly 20 years, this home has experienced a number of changes during that time.

However, the challenges and changes were fast and furious during 2006. Client changes, a manager who was supervising two homes, and then a manager on leave for part of the year would be difficult enough over the course of multiple years. Not for the staff at Welsh

Court. The team (including the PM and the RC staff) met each new challenge with an attitude of "find a way." They found a way to weather every challenge without disrupting the quality of services for each individual. They also found a way to retain the home's financial stability during times that could otherwise cause a financial crisis. Their teamwork was outstanding, making the Welsh Court home our 2006 Program of the Year! Congratulations!

East Burr Oak—Western Region Program of the Year

East Burr Oak was chosen for the 2006 Western Region Program of the Year. The staff in the program did a tremendous job supporting some significant medical and physical needs of one of the individuals in the home.

Later in 2006, that individual passed away. The staff rallied together to remember Jody and all that she gave to others. Staff showed commitment, teamwork, and dedication by working hard to teach skills, meet medical needs, and get the ladies out to participate in the community.

Crowley – South Central Region Program of the Year

This year's South Central Region Program of the Year has been awarded to the clients and staff at Crowley Ave. Crowley is a four unit apartment that is occupied by people supported by CCLS. The landlord of the building has been very accommodating and allowed us to convert the four two-bedroom apartments into two one-bedroom and two three-bedroom apartments. This has made it possible to provide several different kinds of support to the people who live there, while still allowing them to have the independence that they desire.

There are five residents at Crowley (Sue Woodson, Barb Ronzani, Kim Hutchinson, Debra Miles and Brenda Laydon). They have varying needs of support ranging from full-time staff support to drop-in or as needed staffing. Sharing staff between apartments has allowed for more support in a cost effective manner.

Of course there is much more to Crowley than special modifications to the building and efficient staffing patterns. The real heart of Crowley lies in its staff and clients. Most of

the residents at Crowley have lived there for many years and have clearly made it their own homes. They are active in the community and spend a lot of time participating in the many opportunities that Madison offers. They are caring and friendly and often invite other housemates and friends to participate in their social activities.

The staff at Crowley (Dawn Czerwan, Chris Blackdeer, Andrea Reter, Maurica Heinrich, Deb Spees, Jennifer Holschuh, Temi Oduala, and Bethany Jahns- some new and some veterans) are a model for teamwork and cooperation. They communicate very well and always pull together in a pinch to solve problems and come up with creative solutions. They show caring and commitment in their work and the relationships that they have built with the people for whom they provide support.

Congratulations, Crowley! You are all a shining example of how our system can support people (staff and peers) in a friendly, efficient, supportive and fun way.

CCLS - TIME TO BE RECOGNIZED

By Mary Heiden, Client Services Development Director

Swoosh (any color!).....Nike
Bitten Blue Apple.....Apple
Chrome Bar and Shield.....Harley Davidson
Golden Arches.....McDonald's

Okay, which of you had to glance to your right? If you have just moved back to civilization from 20 years in the rainforests of the Amazon, you may have been confused. Otherwise, the corporate logos described in the left column should be immediately recognizable.

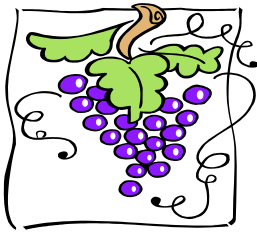
LOGOS, BRANDING, CORPORATE IDENTITY... Just as a nation's flag expresses the distinct identity of a country, so, too, a logo helps to establish the name and define the character of a corporation. Effective logos are instantly recognized by millions of people, help to identify their companies, and convey a message about the brands for which they stand. Nike, McDonald's, Apple and Harley Davidson's logos are some of the most internationally recognized logos.

Even these logos are updated through the years to signify growth, revitalization and reaching the top of their field. Is not CCLS a premier provider of innovative, creative services

that ensures people with special needs lead quality lives of their choosing? Does CCLS deserve to be recognized for excellence and integrity? Of course CCLS does!

As CCLS enters the age of statewide Family Care, it is at the helm of providing the most innovative, diverse services in at least ten of the planned consortiums with the desire and ability to provide services to all. Therefore the corporate identity of CCLS must evoke the true professionalism and excellence in services that we deliver. Our logo speaks of the foundation for growth toward independence, and we are building upon that as we look forward.

It is with great excitement that CCLS is working with an innovative graphic and web designer to bring a revitalized look to our website and corporate identity. In the coming months you will see the roll-out of an inspiring, creative and user friendly new CCLS website, as well as a corporate identity facelift that embodies CCLS' mission and vision driven values. CCLS wants to share with all our clients, their circles of support, CCLS staff, vendors and agencies that we are *the* premier provider. When our name and logo are seen, all know who we are, what we do and how well we do it!



The Grapevine:

Regional news in brief from around the state

EASTERN REGION-WAUKESHA/JANESVILLE AREA

By Laurie Hintz, Area Director

The Eastern Region has been buzzing this summer with staff and clients keeping very busy in many different activities.

Both Waukesha and Rock counties participated in the annual CCLS Brewer's game trip on June 20th and our annual summer picnic on July 21, 2007.

Also happening in the region are the staff in Rock County who are

hosting craft and cooking classes with our clients, while the Waukesha County staff and clients of the Independent Living Program have recently started a new Men's Group.

Amidst all of these exciting activities we are also continuing to expand our services, with a new Adult Family Home (AFH) which opened in March in

Waukesha County. We are also very excited about a second AFH set open late this summer.

Across the region we are preparing ourselves for the conversion to the Family Care model and in Waukesha County are participating in a 12-county consortium offering a Family Care Consumer Care Corp training.

It's only July and we are thrilled with all the events which have already taken place. We are very optimistic about the next half of the year ahead of us.

WESTERN REGION- LA CROSSE/ONALASKA/BLACK RIVER FALLS AREA

By Jodi Eide, Area Director

In Jackson County, we have an investor that is working on building a duplex that we will license as two 4-bed AFH's. We hope to have it done by the end of the year.

In La Crosse County, we are working on developing a duplex

that will have two individuals on each side. We are planning on having this ready to go by the middle of August. In June, we licensed our State Road home as a three-bed AFH so that a third individual could move in. We also moved our Copeland live-by program to Caledonia

Street. Staff in this program continue to support individual at the Copeland apartments as well.

On June 22, 2007, we had our regional picnic at Myrick Park. This year clients and staff decided on a luau theme. Staff

at the Losey home did a great job making grass skirts for many to wear. We had lots of great food. Some of the activities included a cake walk, bean bag toss, horse shoes, face painting, making their own visors and doing the limbo.

Eastern Metro Region—Milwaukee County

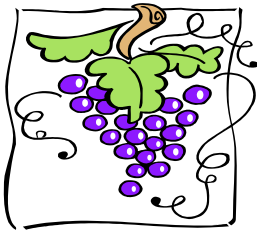
By Lois Degner, Area Director

On July 16, Sandra Stokes accompanied me to the CCLS corporate office for the board meeting where she received the Jon A. Nelson award. This was the first year for the award and Sandra made a wonderful first

recipient. Sandra has been with CCLS for nearly four years and has acted as Program Manager for the N. 66th program in Brown Deer for the past two years.

Since her promotion to PM, she has effectively stabilized the program and maintained its stability. Her commitment to excellent client care to all she serves is an example to all of our employees. Our region is very

proud to have the honor of displaying the award in our offices for the next year, boasting of the fantastic work Sandra has done. Congratulations, Sandra on your well-earned award.



The Grapevine:

Regional news in brief from around the state

South Central Region– Madison Area

By Richard Hintz, Area Director

Summer is here and we are having lots of fun. All of the nice weather has really gotten everyone wanting to be outside and enjoying the sunshine.

Summer camp applications have been completed and a number of our clients are enjoying attending the various camps offered around the state.

Two regional field trips were just completed. Earlier in June, a number of clients and staff enjoyed the day at the Milwaukee Public Zoo. The weather was

perfect and everyone had a great time. Later in the month, the South Central and Eastern Regions attended a Brewers game at Miller Park. Everyone enjoyed tailgating before the game and once again the weather cooperated. We are already talking about how to make next year's event even better.

The clubhouse planted a variety of flowers in their garden and as you can see, the plants are doing very well this year.

The clubhouse has also planned a number of activities which included:

- ◆ Going to the local farmer's market
- ◆ Glazing pottery tiles
- ◆ Making artwork for the CCLS office
- ◆ Visiting the library
- ◆ Going to Strawberry Fest
- ◆ Sponsoring a Fourth of July potluck

We are also planning a trip to the Bolz Conservatory Light Gap

Exhibit.

The regional quality assurance team also just sponsored a tailgate and day with the Madison Mallards. This event was held for those clients who can't always afford to do the other larger recreational activities. We wanted to provide everyone with similar options to enjoy many of the types of events. The weather was great and those who made it enjoyed a day eating good food and watching Mallards baseball.

North Central Region– Wood, Portage, and Waupaca counties

By Bernadette Brown, Program Director

On Friday, July 13, over one hundred people got together at Lake Pacawa in Plover to share our annual picnic tradition. It is always heartwarming to see so many CCLS employees and clients enjoying food, music, and games together. So many people are happy to see those whom they worked with long ago and now see only once a year. Perhaps we should call it the CCLS annual reunion!

Lake Pacawa has a beautiful Korean War Memorial on an

island that is connected to the shore by a causeway. Several people took walks out to the memorial. A variety of outdoor games were available for everyone's use, including croquet, bocce ball, kick ball, beanbag toss, Frisbee, and disc golf.

We played the ever popular Bingo before dinner. Prizes were selected from the "White Elephant" table. This has become a very popular feature of our picnics, proving that one

person's trash is another's treasure. People bring items they no longer want to place on the table. People choose things they want to keep from the table to bring them home.

We enjoyed the singing talents of many participants throughout the day as Dan O'Donnell provided professional quality karaoke. Karaoke has become another favorite activity at North Central get-togethers.

Fried chicken, roast beef sandwiches, salads, side dishes,

and desserts were heartily enjoyed by all.

One person was able to fulfill a lifelong dream by serving cake in the food line. Another person greatly enjoyed acting as a parking attendant.

It was a wonderful Friday the 13th. We were fortunate to have beautiful weather, delicious food, fun activities everyone could share, and great people to hang out with.

CARMEN CAROTHERS HONORED BY RSA WISCONSIN

CCLS Director of Nursing is Recipient of Statewide Barb Fox Award

Residential Services Association of Wisconsin (RSA) recently honored CCLS' Carmen Carothers, RN with its statewide Barb Fox Leadership Award.

The Fox Leadership award is given to a management level staff member who has displayed exceptional leadership for change in the area of their respective population client group, as well as made the industry stronger in order to assist the needs of all RSA client groups.

It is given as a living memorial to Barb Fox's loss of her courageous battle with cancer in

2003, and for her dedicated service in the area of Community Based Residential Services.

When RSA awarded Carmen with the award, the organization noted, "Carmen Carothers has been dedicated to the field of nursing with individuals with developmental disabilities for over ten years. Throughout this time, she has worked to ensure accuracy, consistency and quality of care for the people that we serve. Carmen has developed and instructed client care courses, provided presentations for RSA Wisconsin and launched the Community Nursing Network in Dane County.

She is an exceptional role model to her nursing team and demonstrates leadership abilities in promoting the reputation, contributions and welfare of persons with disabilities. Her dedication and commitment to quality services embody the characteristics of the Fox Leadership Award."



Carmen Carothers, RN



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The mission of Creative Community Living Services, Inc. is to establish and provide individualized community supports. These supports will preserve and enhance the dignity and rights of those who must rely on others as they seek their own level of independence.

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