

## **Spreading Contagious Enthusiasm™ -- Creating Workplaces of Passion, Purpose, and Productivity**

What creates enthusiasm and even joy in the work place? How do you improve morale and increase staff retention? How do our everyday actions impact customer service? On April 22, CCP Managers took a day together to focus on these questions and more. Barbara Glanz CSP, led the group in a engaging day of training and inquiry about creating a positive work place, customer service and rediscovering the joy in work and life.

What are some of the ideas CCP managers took with them?

- In this economy Barbara reminded us that appreciation doesn't cost a thing but has a big payoff!
- Big things that create results start with little things and little things start with me.

- To set a positive tone for meetings start off each meeting with sharing something positive either from work or outside of work. End meetings with something positive as well.
- We were reminded that more than anything else most people just want to be appreciated at work.



CCP staff showed their appreciation for Barbara by arranging for her lunch to be served on a red plate that says "You Are Special."

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## **Sharing Knowledge At Upcoming Conferences**

CCP staff are collaborating with other agencies to present two sessions at the Age and Disability Odyssey Conference including:

### ***"Addressing Advance Directives with Hmong Elderly"***

Presentation Description: Discussing advance directives with elderly adults is a required duty of care coordination services under MSHO. With a diverse population, it is important to understand the cultural differences when approaching this delicate subject. Come hear how this discussion can take place successfully with the researcher who studied the Hmong and Advance Directives plus two professionals, one of which is Hmong and will serve as our cultural guide. Together they will define advance directives, cultural competency, and the Hmong culture.

Speakers: Cynthia Reid, MA, LSW, CCP Case Management Services  
Xengsul Yangwaue, MA, CCP Case Management Services,  
Susan Sommers, RN, BSN, MA, Metropolitan Health Plan (MHP)

Date: August 18th, 3:30, Mayo Center

### ***"You are More Than What You Eat!"***

Presentation Description: Attendees at this session will learn about a health and wellness Ramsey County training initiative that addresses the growing health disparities for people with intellectual and developmental disabilities. Alison will share specific examples of how CCP implemented the curriculum with people CCP serves.

Speakers: Alison Campbell, Administrator, CCP Home Based Support  
Dawn Bacon, Planner, Ramsey County Developmental Disabilities

Date: August 17th, 1:45 in the Riverview E Room, Mayo Center

The Age and Disability Conference is at the Mayo Center in Rochester MN. For more information about the conference visit [www.mnaging.org](http://www.mnaging.org).

## The Cooperating Community Programs Service Satisfaction Survey

1=Strongly Dissatisfied, 2=Dissatisfied, 3=Neutral,4=Satisfied, 5=Strongly Satisfied

### Statement Rights

Consumer Rights Training	4.27
Level of Respect	4.41
Response to Complaints and Concerns	4.31

### Staffing Services

Professionalism	4.32
Effective and Efficient Communication	4.28
Qualitative, Effective Service and Care	4.32
Knowledge of Consumers Needs and Desires	4.33
Display of Positive Attitude	4.40

### Health and Safety/Confidentiality

Response and Care in Regard to Medical Treatments	4.44
Promotion of Consumer Safety at Home & In Community	4.32
Staff Maintain Consumer Confidentiality	4.38

### Outcomes/Consumer Preferences

Preferred Activities Provided for Consumers	4.14
Encouragement of Consumer Interaction	4.24
Promotion of Consumer Decision Making	4.23

### Physical Plant

Cleanliness of Site	4.26
Condition of Yard, Furniture, Equipment, etc	4.10
Proper Storage of Hazardous Materials	4.37

<b>Average Score for all areas</b>	<b>4.30</b>
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### CCP Employees

The Employment Resource Guide has been updated. Please see your supervisor about how to obtain a copy or how to access it electronically.



Artwork by Terry

### **Free Live Outdoor Music at the Minnesota History Center**

August 25th Cyril Paul and the Calypso Monarchs

Cyril Paul and the Calypso Monarchs bring you a taste of the Carnival experience. Cyril began his musical career in Trinidad as a singer and bongo artist. He and his band are widely known throughout the Midwest for their toe tapping Calypso melodies that include rumba, bolero, cha cha and reggae. They play music that is danceable and hot, hot, hot.

The Minnesota History Museum  
345 W. Kellogg Blvd., St. Paul, MN 55102-1906  
[www.mnhs.org](http://www.mnhs.org)  
651-259-3000

**Museum Adventure Pass** Public libraries in Minneapolis, St. Paul and the Metro Area give out The Museum Adventure Pass. Each pass gives the holder two or four free admissions to a museum or attraction. Twenty museums, galleries, zoos and historic sites in Minneapolis and St. Paul are offering free admissions this year. Some museums that aren't as common include: Baakenn Museum of Electricity and Magnetism, The Railroad Museum, Firefighters Hall & Museum, The Works: A Technology Discovery Center

**Summit Brewery Tours** Tuesdays and Thursdays at 1pm, Saturdays at 10:30 am and 1pm. Call to make reservations for Saturday tours. 651-265-7800.

**Taste of Maplewood** is August 13, 4pm –9pm. Free entertainment this year will feature Lamont Cranston Band and Belladiva. Other free activities at this event are Radio Disney Party Patrol, and a petting zoo.. For additional information contact Pauline Staples at (651)249-2124.

### **Free Movies In St. Paul Parks**

August 14 Martin Luther King—Madagascar 2  
August 18 Scheffer—Invincible  
August 20 Hayden—Heights Bolt  
August 22 West Minnehaha—The Game Plan  
August 28 N.W. Como—Beverly Hills Chihuahua  
August 28 Battle Creek—Ratatouille

For park locations go to [www.stpaul.gov/parks](http://www.stpaul.gov/parks) and click on "Comcast Movies in the Park" or call (651)266-6400.

**Live Remarkable Reptiles** August 22, 11:15 am—12:00 pm . A lively, fast paced program that teaches about the world of reptiles. Live reptiles and artifacts are used for this all ages show. Youth Services 651-266-7034 Location: Central Library-Youth Services Dept.



The Cooperating Community Programs  
 Iris Park Place  
 1885 University Avenue, Suite 246  
 St. Paul, MN 55104

Supporting you in navigating your road to success!



CCP group at the Capitol

### Postcards Delivered to the Governor

Bob Haglund and Earl Bergrud are two self advocates that have a passion for politics and advocacy. They brought their enthusiasm to the Capitol when a group of people from CCP delivered 500 postcards to the governor as part of ARRM's grassroots advocacy initiative. The postcards point out that budget cuts can put vulnerable people at risk and that disability providers are among the biggest employers in local communities. Attendees at the annual ARRM conference signed the postcards.



500 postcards delivered

### Making a Difference

Phil Raische and Joanne Osowski, who are Direct Support Professionals at CCP, have been very active in generating calls to legislators and getting people excited about making a difference. They generated over 200 calls in five days. A BIG thank you to everyone who helped legislators understand how budget cuts can impact people with disabilities!

### CCP Employees of the Month

**March**—Telisa Bishir, Karen Goeddertz, Timothy Aiyese, Mourice William, Matthew Adediran **April**—Christoper Brink, Georgene Henry, Mambu Dunbar, Luke Rus, Mary Dornfeld **May**— Keymah Joseph, Karen Shroyer, Sally Hagen, James Mongare, Francey Johnson



James Chang & Earl Bergrud

### CCP Employee Anniversaries

**15 years**—Mary Alyses  
**10 years** Sheri Halder, Kim Bright