



Letter from the CEO

First and foremost, a hearty wish for a happy, healthy and prosperous New Year to one and all! It promises to be an exciting and stimulating year in every way; politics, the economy, weather, and, of course, Oprah, Brad and Angelina, although not as a trio.

In politics this will be a year of more cuts and/or consolidation, probably a little of both. Some proposals are now calling for services to the disabled to be rolled back into the Department of Children and Families along with the Department of Elder Affairs. The financial impact might work for cutting administrative costs across three agencies on paper, but we have seen this scenario in past years and no administration has shrunk government since probably Dwight D. Eisenhower! Government remains a bloated mess and never seems to get less bloated.

Now we have so many people looking over our shoulders at everything we do it is just ridiculous. Licensing from APD, Waiver Support Coordinators (independents working for the service user), Delmarva, a peer review organization, Medicaid office of Compliance, and the Agency for Health Care Administration (AHCA). No wonder there isn't any money for services.

Oh, and I forgot the attorneys hired (both state workers and consultants) that are holding thousands of Fair Hearings across the state. These hearings are for a rate cut (Politically correct term is "Tier Assignment") that was begun eighteen months ago. Hearing officers (also state employees) are not concerned with the present condition of the service user, but rather their state of being in May of 2008 and which Tier they fit into back then. The estimate for all of this runs close to ten million when you factor in all the time wasted by this idiotic exercise. It was meant to save money and now is just another bucket of wasted taxpayer's dollars.

I wish Governor Scott all the best and will support every effort he makes to cut the ridiculous waste in the state of Florida. How many people could be taken off the waiting list for ten million dollars? At a cost plan of five thousand dollars per service user it would be 2,000 or ten percent of the present waiting list. By the way Governor, combining DCF, APD and Elder Affairs probably makes an agency larger than the entire state government so be careful or the DCF Secretary will overshadow the entire government.

Oprah I am sure will be fine with her new network, but will Brad and Angelina be OK? I don't have the answer and it won't keep me up at night. The state of our state will keep me up. Thank goodness for the new Oprah network, at least I will have something to watch all night!

Richard Lilliston



Richard Lilliston

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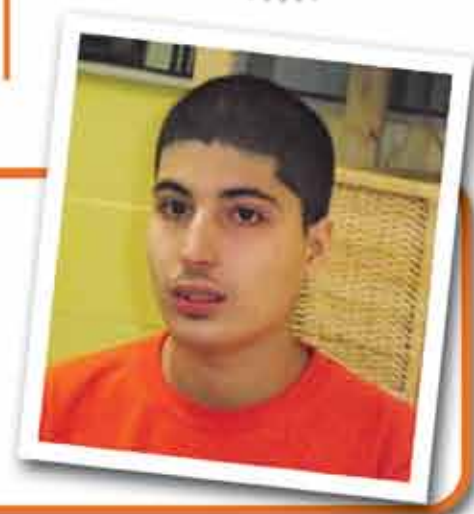
Puppet Show at CLD 7



Featured
Client

Meet Fernando

Fernando is one of the youngest clients HARC serves at this time. He likes music and sports in school. His favorite holiday is Christmas as he likes Santa and presents! He enjoys watching movies and listening to Spanish music...that he sings along with, too. Fernando paints bright, colorful paintings.



The LAC Parent Group Gives till the End

As we all know, whenever volunteering needs to be done, there is most often a core group of people who step forward and help! This is very true for a special group of parents who have been instrumental in the Learning Achievement Center, now known as the CLD (Centre for Life Development)!

The time has come for this core group to step back...and the HARC Family Advisory Council (HFAC) now incorporates the three HARC ADTs---Riverview, CLD and Tampa Work Services. And, in the true custom of doing for HARC, the LAC Group raised money (\$6,000) and presented a check to Ava Napoleon (who has orchestrated getting the HFAC together). The money will pay for six picnic tables that are now in the CLD court yard! And, plaques saying, "Donated by the LAC Parent Group Over 50 Years of Service" will be placed on each table.



(L-R) Ava Napoleon, Director of Admissions; LAC Members (parents): Victoria Gasque, Tom and Norma Leto and Chris Kern (seated); Gloria Frassa and Pat Hurlbrink, also valued members of this group, were not present for the photo session.

There's a Turtle at the CLD

thanks to the Bolesta Center, Inc. Board, due to the non-profit closing its doors. Ava Napoleon, HARC's Director of Admissions, asked the realtor handling the sale of the building if the turtle could be given to HARC. The board chair, Kent Moss, approved donating the turtle to HARC. Ava said, "I love the turtle!" Now, there is quite a conversation piece in the court yard. Thank you for the generosity of the Bolesta Center, Inc.



Locks of Love get a Donation

Submitted by Ada St. John, HARC Parent

Christy St. John attends HARC Riverview day program. She wore her hair in a long braid for years. Recently, she decided she wanted an updated hairstyle. So, I cut her hair in a short pageboy with bangs. Then, I helped Christy mail two ponytails, longer than 10 inches, to Locks of Love in West Palm Beach, Florida. Locks of Love will use her donated hair to make wigs for children, under the age of 21, who have hair loss, due to medical conditions. Many children get the wigs for free while others pay a small price (on a sliding scale). Christy's Dad and I think her new hair style looks great as do her nephews, Caden and Colby, who were surprised to see Aunt Christy without her braid. Christy can't wait to show her Grandma and Grandpa her new hair style!



Christy's Dad, David, sent the before/after photos.

Behavior Services Now Part of HARC

Submitted by Linda Meckler, MS, BCBA, Director of Behavior Services

HARC's Behavior Services Department has been busy developing during the past year. The department provides training in Applied Behavior Analysis (ABA) principles, as well as, crisis management training to all HARC staff. We also offer behavior therapy services to our individuals served who have social skill deficits and/or challenging behaviors.

What is ABA?

Based on the principles of behaviorism by B.F. Skinner, (American psychologist, author, inventor, social philosopher) ABA is defined as the science in which the principles of the analysis of behavior are applied systematically to improve socially significant behavior. Decades of research have established that both desirable and undesirable behaviors are learned through interactions with the social and physical environment. Functional behavior assessment is used to identify the type and source of reinforcement for challenging behaviors as the basis for intervention efforts designed to decrease the occurrence of these behaviors.

How is it used here at HARC?

Our department of behavior analysts helps staff recognize challenging behaviors as a way to teach functionally equivalent replacement behaviors which is, simply, a better way for someone to get what they want. For example, individual "Bobby" cries or yells to get staff to come close to him, talk to him, or offer him help. By teaching Bobby to raise his hand or sign/say "help," he can achieve the same effect. By assessing and modifying environmental variables maintaining challenging behavior, we can improve the lives of our individuals served to communicate more, interact appropriately, and handle difficult situations more effectively. Additionally, we train staff how caring and supportive relationships between staff and the individuals served will often lead to more

positive behaviors. By using principles of positive reinforcement, we can influence individuals to be more productive in their home, school, or work lives.

Goals for 2011 include creating a curriculum for our behavioral Adult Day Training (ADT) programs to teach social skills/ replacement behaviors, expand the department and number of individuals served, integrate services with the community, HARC's social work department, and other providers. We are dedicated to improving the lives of the individuals we serve and using the most current research available to create innovative curriculum and individualized plans.

To find out more information about applied behavior analysis, our department, job opportunities, or request services, contact Linda Meckler at imeckler@hillsarc.com.



(L-R) Linda Meckler, Director of Behavior Services; Chiko Saiwa, Behavior Analyst; Billie O' Connor, Behavior Analyst

William "Billy" Mosher 1948 - 2010

William Henry "Billy" Mosher, 62, of the Kaul Home, passed away December 19, 2010. He is survived by his brothers, Edward Mosher and wife Kathy, Robert Mosher Jr. and wife Dianne both of Tampa an aunt, Louise Foster, of New York and many nieces and nephews.

The HARC family held a balloon ceremony for Billy on December 21 on the Centre for Life Development campus. Jason and Ronnie, fellow HARC attendees, expressed their sorrow in losing a friend...Billy will be missed.



Write it on your heart that every day is the best day in the year.

-Ralph Waldo Emerson

New Service User System for Information

Submitted by Richard Lilliston, HARC CEO

Just a brief note about the new Data System HARC will be instituting over the next nine months. We have begun a process of completely digitizing all the functions of our present paper records. It is a monumental task, but if HARC does not take this on today our future growth will be impeded (not to mention a forest of dead trees!).

Once completed it will allow all of the "watchdogs" now overseeing all our programs to look at a computer screen and see all the data they need. We will no longer be forced to lug boxes of back up documentation to Tallahassee for review.

For staff it will be a huge learning curve. Everything will be tied into the system, from payroll to billing. Staff will open a computer and the assigned task they have for the day will be spelled out in front of them. At the end of their shift they will fill in reports and if they fail to do so the system will inform a manager. In this way we will avoid having to lose or repay funding for tasks not documented, as is now the case.

A number of committees have been established and they are meeting on a weekly basis to make this happen in a seamless manner. It is very exciting and we are again in the forefront of computer technology in social services. Look for future reports on the progress of the new Service User System for Information.

Artists at the Riverview Campus

Shelly is making some cool art items at the campus... and the clients are keeping right up with their creativity!



Ashaunti, Shelly/staff, Jason, Steven, and Edwin/cap (R-L) pick photos to decorate their potting tray - or tea tray - at Riverview!



Photos of Art Work:

Created under the direction of Shelly Ferlita, Art Coordinator, at the HARC Riverview campus.



Bucs/Tampa Bay Rays at Charity Golf Classic 2010



Golf volunteer, Cindy Maxwell, shows her BUCS support (with her tattoo) to Jeff Bloomer, Sales Representative at Tampa Bay Buccaneers, who played in HARC's annual golf fundraiser, in November, at MacDill AFB.



Matt Joyce, Tampa Bay Ray's right fielder, played golf and served as the keynote speaker at the golf event.



2011 Events • Save the Dates!

18th Annual "Oh What a Knight" Gala
Thursday, April 7



8th Annual Bowling Fundraiser
Saturday, August 27

HARC Idol Season 5
Mid September



8th Annual Georgette's Fashion and Music Extravaganza
Early October

16th Annual Charity Golf Classic
Friday, November 4



Day Program Client Holiday Party
Sunday, December 4



"Building Everyday Lives"
Serving individuals with disabilities throughout Hillsborough County since 1953.

HARC is a community based 501(c)3 that serves 400 youths and adults with disabilities throughout Hillsborough County.

Our mission is to support individuals with disabilities to reach their potential and "build everyday lives."



Employee Anniversaries

October

Peggy Hickman	18 years
Joann Elmore	14 years
Patricia Whitmore	13 years
Bernadine Stover	8 years
Cedrica Sims	6 years
Kimberly Cannon	2 years
Shayla Jennings	2 years
Anthony Corsentino	1 year
Marsha Weisse	1 year
Rayleen Green	1 year
Freddie Delgado	1 year
Kami Eichhorn	1 year

November

Sherralynn Gilbert	13 years
Archie Hayes	6 years
Gloria Chatman	6 years
Michele Belhumeur	3 years
Ava Napoleon	3 years
Betty Ashley	3 years
Gloria Johnson	2 years
Barbara McCormack	2 years
Tereneshia Thomas	1 year
Jennifer Aiello	1 year

December

Robyn Engelman	5 years
Mary Zarco	3 years
Ferlita Alexander	3 years
Cynthia Williams	2 years
Richard Glaesser	2 years
Kirsten Forczek	1 year
Sheila Washington	1 year
Michelle Covington	1 year
Steven Oakley	1 year

The CARE Team...

Submitted by Patricia Whitmore, Day Program Director at Riverview campus

had a busy 2010 and they are currently making plans for this year. Some of the activities they oversaw in 2010:

- 1) Four food drives at all sites
- 2) Food baskets at Easter and Christmas for families in need
- 3) Sold pies during the holidays, to raise money for the team
- 4) Sold ice cream at the Centre for Life Development (CLD) on Fridays
- 5) Had six bake sales at HARC sites. CLD did the most sales, but Riverview decided it was only because of the main office staff; that generously purchased many goodies! (At least that is how we explained coming in a far, far second to them every time.)

The money raised will be used for activities during the year to benefit others including some of our consumers.

Donald, the president of the team, wants to set higher goals for the team this year and make it more of a "working" group. The plan is to make specific goals, for the year, and reach them. At the last meeting Donald said, "The team has done well, in the past, but we are going to set new/higher goals. We still want to be a fun group, but if we put more effort in, we will be a fun, productive group that makes a difference in others' lives."

Cookies and Snow at TWS



Melanie Brimblecombe, Director of Culinary Services at HARC, holds open the door for TWS attendees, (from door down to staff person, Clarista Peters) Robert, Chris, Lara and Tyrone-- getting goodies Melanie provided to celebrate the holiday season!



Snowing, at TWS, as Patricia gets a goodie for the ride home on a December day in Tampa!

Program Spotlight

Nancy Cole, Executive Assistant to HARC's CEO

Being an assistant to a CEO requires versatility along with excellent organizational skills. Nancy has taken lots of classes to broaden her knowledge, as well as, worked in other organizations honing her skills throughout the years. But, let's start at the beginning of Nancy's journey to HARC.

Born in Dayton, Ohio Nancy moved to Florida when she was about 5-years-old. She attended Academy of the Holy Name through eighth grade and then went on to graduate from Plant High School. Some years later she attended Plant Vocational School and then earned her Associates Degree, in Business Administration, from Southwest Florida College. Hillsborough Community College was her next stop for furthering her education. Currently, Nancy is enrolled at St. Leo University working toward her B.S. in Business Administration. She actually goes to the campus to take her classes vs. doing so online which is a popular feature at this college. When asked what her favorite class is, though, Nancy quickly replied, "English and History."

Writing has been a big part of Nancy's life. She has done a lot of freelance writing over the years for monthly newspapers and magazines, oftentimes, for Westerns. She liked writing and a friend of hers encouraged her to get her words out and in print. She got an assignment for a magazine to do an article on Robert Fuller. She

initially met him in Ft. Lauderdale, when she interviewed him for the Chevy Truck Sportsman's Challenge. And, she met Clint Eastwood and his daughter, Alison, in Savannah, when Clint was filming *Midnight in the Garden of Good and Evil*. Alison was also in the film; both really nice to meet, according to Nancy.

The nicest famous person she met was Will Hutchins, who did Westerns, too. They met at "The Golden Boot Awards," in California. The award is the Oscar of the Western film! (The Golden Boot Awards honor actors, actresses, and crew members who have made significant contributions to the genre of Western television and movies. The award is sponsored and presented by the Motion Picture & Television Fund. Money raised at the award banquet is used to help finance various services offered by the Fund to those in the entertainment industry; the first ones were presented in 1983. Per Wikipedia)



Writing was more of a hobby/side job for Nancy, while working at the Bank of America, for about 20 years, is where Nancy acquired business skills. She started as an administrative assistant, moved to being an executive assistant and then kept that role while adding Customer Service to her areas of responsibility. "I liked working with people, both internally and externally; I have always

been very customer oriented." As an executive assistant at HARC, Nancy likes working with others and states her main role as, "Representing HARC on behalf of Richard Lilliston." At events Nancy is often a greeter and, after all the planning, she most enjoys "seeing people there, participating."

A few things about Nancy:

Favorite quote(s): A line in a poem by Edna St. Vincent Millay, "Life must go on." And, "Whatever you dream in life, whatever your goal, keep your eye on the donut and not upon the hole." (Sign in the Mayflower Coffee Shop, Chicago)

- She answered an ad in the paper for her job at HARC
- When asked what she is most excited about for 2011—"Making it to December 31st!"
- In her free time she "loves to go to beaches, antique shopping and spending time with my two nephews."
- If she could get on a plane tomorrow and go anywhere, she would go "to Paris, London and Ireland."
- Two people she would most like to have dinner with (person can be alive or not)
 - o Walt Disney: "I would like to listen to and see his imagination; how he could weave whimsy and business at the same time."
 - o Thomas Jefferson: "He and his patriots had the for sight to craft a document that shaped the course of the country and, as a result, created opportunity for 'life, liberty and the pursuit of happiness' for all of us."

CLD Puppet Show

Some of the attendees at the Centre for Life Development brought in the holidays with an entertaining puppet show; led, again this year, by Dorothy Roberts, who has been involved with puppetry for over 20 years!



Mrs. (Dorothy) and Mr. Snowman (Pedro) dance to the tunes!



Bell Ringers ring in the season: Bruce, Ashley, Ester, and Michael (Betty in background).



The Grinch (aka Timothy) greets the crowd!



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From the Editor's Desk

"I never did a day's work in my life, it was all fun."
(As quoted in Edison & Ford Quote Book (2003) by
Thomas Alva Edison) What a gift to be able to say
that...or is it more in Thomas Edison's ATTITUDE?



Katherine
McDonough

- A**-ble--having sufficient power, skill, or resources to accomplish an object
- T**-houghful--characterized by careful reasoned thinking
- T**-enacious--persistent in maintaining, adhering to, or seeking something valued or desired
- I**-nformed--having information
- T**-ough--capable of enduring strain, hardship, or severe labor
- U**-nstopable--incapable of being stopped
- D**-etermined--having reached a decision; firmly resolved
- E**-nthusiastic--feeling or showing strong excitement about something

In looking at the words that first came to mind (except unstoppable was my second word as unwaiverable is not a word!) in spelling out attitude, I agree with many that what we accomplish, how we feel about things, is so often all in our head!

The other day I heard a song on the radio by Phil Collins. I could not remember the band he played with---I went through the alphabet as I drove into my neighborhood, nothing. Then, I told myself you will remember this before you pull into the driveway---I was stuck on Journey! All of a sudden, GENESIS popped into my mind. I did what I told myself I was going to do---attitude.

Even in business, attitude rules--"Coke is it," "Just do it." Makes life seem rather simple...maybe it is! Think I need to tell myself that more often---"Don't Sweat the Small Stuff," as they say!

So, as everyone at HARC has embarked on another year of service, we do so with many new supports for clients in place, many new staff...along with others who have been around for some time who keep learning and having a positive attitude!

If you would like to contact our editor, Katherine McDonough, please email her at kmcdonough@hillsarc.com

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