

Inside YCS



A NEWSLETTER
BY AND FOR ALL YCS EMPLOYEES



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PRESIDENT/CEO
TARA AUGUSTINE

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ART DIRECTION
BARBARA MAY

INSIDE YCS

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PRINT AN ERRATA IN THE NEXT
MONTH'S ISSUE OF THE
NEWSLETTER. THANK YOU FOR
YOUR UNDERSTANDING.

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President's Message

Dear Colleagues,

March is often described as a season of transition—and across YCS, that spirit has certainly been reflected in our work.

Over the past several weeks, our teams have been engaged in shaping the YCS Strategic Plan for FY 2026–2028. It has been energizing to see leaders across the organization taking agency-wide priorities and turning them into meaningful plans that will guide our work in the years ahead. This kind of thoughtful, forward-looking work is what ensures we continue to grow while staying grounded in our mission.



Tara Augustine

March also gave us the opportunity to pause and celebrate one another during Employee Appreciation Month. I truly enjoyed seeing the team photos submitted for the raffle—the sense of pride, connection, and joy came through in every submission. Congratulations to the Southern Region I/DD Clinical Team and thank you to everyone who participated and took time to recognize one another.

As part of our Culture of Caring focus, this month we are highlighting the idea of inspiring. Inspiration can show up in small, everyday moments—how we encourage a colleague, support a youth, or create space for someone to feel seen and valued. I hope the feature in this issue offers something meaningful that you can carry into your daily work.

Looking ahead, there is much to be excited about this spring, including several initiatives designed to support both our employees and the families we serve. I also hope many of you will join us for the Blossoms Exhibition & Awards Show. The creativity and effort coming from our Residential Children's homes has been wonderful to see, and I look forward to celebrating our youth together.

As we move into the coming months, many programs will also be preparing for CARF's visit. I want to thank our QAPI team for their ongoing support and the work being done across the organization to ensure we are ready. These efforts reflect the quality and care that define YCS.

No matter where you work across the organization, please know how much your contributions matter. It is through your commitment, compassion, and teamwork that we continue to make a difference every day.

With appreciation,

Tara

Welcome New Employees

New Employees and Interns who completed 90 days by March 15, 2026

Absolu, Kareem Residential Assistant DCF-IRTS Holley Muller	Brown, Taisha Residential Assistant DCF-PCH Bright Start	Davis, Timera Residential Assistant DCF-PCH Vineland	Hall Jr., Terrence Residential Assistant DCF-PCH Laurie Haven	Rosarion, Reginald Program Director DCF-PCH Malcolm House
Aromolaran, Adebusola Residential Assistant DCF-GH1 IDD Wood Haven	Caldwell, Virjasha Residential Assistant DCF-PCH Bright Start	Dorsey-Bell, Alexis Personal Assistant DDD-Echohill	Harold, Tyresse Residential Assistant DCF-PCH Vineland	Sonnebeyatta, Saniya SRT Behavioral Assist SRT - S
Bell, Ceola Teacher Aide DOE-Sawtelle Learning Ctr	Campbell, Jasmine Residential Assistant DCF-PCH Coopers Crossing	Exavier, Vanessa Residential Assistant DCF-PCH Malcolm House	Hinnant, Justin Residential Assistant DCF-PCH Malcolm House	Woodson, Makeda A. Case Manager DCF-PCH Laurie Haven
Billups, Shatiek Prevention Specialist CBP-SchoolBaseYthSvc SBYS	Campbell-Sills, Charine SRT Behavioral Assist SRT - S	Freeman, Sanaya M. Teacher Aide DOE-Sawtelle Learning Ctr	Navarro, Shanika Teacher Aide DOE-Sawtelle Learning Ctr	Zambrano, Amy M. Teacher Aide DOE-George Washington
Blouin, Michelle-Dominique Benefits Coordinator Human Resources	Chambers Philippe, Sharazan M. Teacher Aide DOE-Sawtelle Learning Ctr	Glantz, Amanda Board Cert BehavAnalyst HealthSvc-Behaviorists-S	Rockson, Steven Residential Assistant DCF-GH1 IDD Wood Haven	

Employee Appreciation



Congratulations to the GR Clinical Team!!

The Southern Region IDD Clinical team are the winners of the Employee Appreciation Photo Raffle!!

Promotions

Congratulations!!!

*Your dedication and hard work have truly paid off.
Wishing you all the best in this new chapter of your career at YCS.*



White, Rontairey, Shift Supervisor, DCF-PCH Fisher Hall

Woods, Michael C., Shift Supervisor, DDD-Hilltop

Jones, Christine, Shift Supervisor, DCF-PCH BHDD Estell Manor

Ochieng, Chris, Shift Supervisor, DDD - Davinchi

Carter, Jada, Shift Supervisor, DCF-GH1 IDD Wood Haven



Gordon Family Trust Employee Scholarship

YCS is accepting applications for the next round of scholarships.

[To apply for a scholarship, click here.](#)

The banner features a photograph of four diverse young professionals in a meeting. The YCS logo is in the top right corner. The main title 'Gordan Family Trust Employee Scholarship' is centered in large blue text. Below the title, there are three columns of text: 'Education should never be out of reach! Our Scholarship Program is designed to support bright and ambitious employees like you!' on the left; 'Invest in Your Future!' above a large 'APPLY NOW' button in the center; and 'WHY APPLY?' above 'Simple application process' and 'A stepping stone to your dream career' on the right.

Shoutouts

To All Our Amazing Employees!

- ✦ **Aminah Clark** - for always being ready for the daily challenges at SLC. She keeps it positively positive.
- ✦ **Barbara Franklin-Winsor** for working hard getting us new vehicles. Barbara, we appreciate your dedication and commitment to our programs and keeping us safe and riding in style.
- ✦ **Brit'tany Works** is a strong advocate and support for her staff at Woodhaven.
- ✦ **Chanae Maynard** for enduring a lot of stressors as Sewell house manager. and never throwing in the towel. She tries so hard to keep it super positive even when there's no positivity going on.
- ✦ **Darlene Tyler** continues to provide strong support to the youth from Sayre House. Darlene's strong advocacy is admirable on behalf of youth, staff, and program.
- ✦ **David Thompson**, known for the great food he prepares for the kids at Sewell. For 10 years, he has been punctual, a valuable team player, and very compassionate.
- ✦ **Dawn Jones** for her ability to make one (me) feel seen, noticed and appreciated.
- ✦ **Deanna DeStefano** for your overabundance of patience & availability and quickness with problem solving for our nursing needs and challenges. Your dedication to our youth does not go unnoticed! You'll always have a home base at our program!
- ✦ **Erica Donovan** for constantly looking for new opportunities for SLC students to participate in and get exposure to.
- ✦ **Emily Miller** for going above and beyond to help at Sayre House. She makes herself available to her staff to support and provide strong support. Emily shows her passion for the youth and staff working extra hours, supporting on the floor with her direct care staff, and engaging with the youth.
- ✦ **Ila Kessler** – for creating cute activities for students and always spreading smiles at SLC.
- ✦ **Imany Herald**- is always working hard to create fun interactive lessons for SLC students.

Shoutouts

To All Our Amazing Employees!

- ✦ **Kamal Johnson**, a member of our YCS Maintenance Team. For being very responsive and instrumental in helping DD Homes with licensing audits to ensure all EOC issues are resolved in a timely manner.
- ✦ **Kim Dolan** for going above and beyond for her programs. Not only does she provide individualized care for her youth, but she demonstrates patience, empathy, and care for her participants' families as well. Kim takes extra time to provide psychoeducation, and insight into diagnoses, medications, and services needed to help the child and family succeed.
- ✦ **Kimberley Zisa** - for always staying positive and finds ways to help everyone and every student.
- ✦ **Leillanie DeLaCruz** -for always being ready to support and intervene when needed. She's a superhero at SLC.
- ✦ **Lisa (Sue) Nicholas** for her constant positivity and always lending a helping hand and being creative for SLC student success.
- ✦ **Lissa Captain** for supporting me during my transition to a different population and helping me organize myself and my team so that we can continue to trend upwards towards excellence!
- ✦ **Liz Jessen** – for her excellent organizational skills and always being there to help as needed at SLC.
- ✦ **Mark Robinson**, returning PD at Lawnridge. Mark has shown to be a loyal, committed part of the YCS Northern Region Team, who goes above and beyond to help, and we appreciate him.
- ✦ **Mary Leacock** has been running creative and informative life skills groups for the youth at Davis House for years. The youth are able to learn from these groups and implement what they learn after their time at Davis House, always remembering the skills they learn from Miss Mary.
- ✦ **Meadow Ridge Supervisor Team** for literally EVERYTHING that you guys do! You've been rocking it with coverage, communication, and supporting both one another and our youth. Your flexibility with our ever-changing scheduling needs is much appreciated!
- ✦ **Michael Woods**, PA - We appreciate your approach with clients and families. When having to give a potential family a tour of the home and describing the program, you have done a great job this month. We appreciate you Mike, keep up the great work.

Shoutouts

To All Our Amazing Employees!

- ✦ **Renee Simpson** has shown her care and compassion for the youth and staff at Pinewood. She recently advocated for changes at the program that will benefit the youth and staff! Awesome job
- ✦ **Sasha Henriquez** for coordinating 1:1 meetings with parents to provide support and education. Sasha takes time out of her busy schedule to ensure she connects directly with Sicklerville families and builds individual rapport, while also managing her program! Great work Sasha!
- ✦ **Shamaine Williams** for being the best! She is approachable and helpful and supportive in all ways. I always know I can reach out to her for un-bias advice and support. You are very much appreciated in all that you do for everyone at YCS!
- ✦ **Tyron Russell**, a long time co-worker at Sewell who deserves some light shed on the great work he does. He is an awesome employee who goes beyond what is expected of him.

Employee Snapshot



BRIAN ZAPATA

Crisis Intervention Staff at GW School

Upcoming Events



19th Annual YCS Blossoms Art Exhibit & Awards Show

Art Lifts and Frees Me

With Special Guest

Lorenzo Brown

Monday May 4th

6-8 pm

Awards Show begins at 6:35 pm

*View our youths' artwork
and enjoy their performances
at the awards ceremony*

Sandy Bennett Art Gallery

Bergen PAC

30 North Van Brunt Street

Englewood, NJ

Cover art, "The Midnight Hands"
by Z.C., 14 years

Condolences

Remembering Shani Dean

August 20, 1976 – March 22, 2026



We extend our heartfelt sympathies to the family of Shani Dean, a Personal Assistant at Sawtelle Buffalo Home, on her passing.

Shani's daughter, Jahmani Dean-Bailey, remembers her mother as a strong, resilient woman who faced every challenge head-on. "My mom was my best friend, a loving grandmother, and my main support," shared Jahmani, PA Supervisor at Sawtelle Denville.

Jahmani describes her mom as a caring person who loved to cook, laugh, celebrate life — and, above all, the clients. Even while working the overnight shift, Shani often prepared breakfast for the residents and always participated in celebrations at home. Just recently, she baked green cupcakes for the girls in honor of St. Patrick's Day, recalled House Manager Charlotte Prunty.

Although Shani's time at YCS was brief — she joined in May 2024 — her cheerfulness, generosity, and presence were felt deeply throughout the home. She was more than a colleague; she was a friend who will be truly missed by all of us, especially the girls, according to Prunty.

Shani Dean was truly a compassionate and dedicated person who left a lasting impact on everyone she encountered. She had a genuine love for the residents and consistently showed how deeply she cared about their well-being. Shani found joy in seeing them smile, and she made it her task to bring that happiness into their daily lives.

What set Shani apart was her desire to build meaningful, personal connections. She took the time to get to know each individual one-on-one, ensuring that everyone felt seen, valued, and understood. Her kindness was intentional, and her presence brought comfort to those around her.

Shani also went above and beyond by offering her help at other houses, simply to connect with more residents and learn their names. In her free time, she loved to bake goodies for the residents—one of her true passions—which brought even more joy and comfort to those she cared for.

At one point, Shani also provided care and support here at Walnut to one of our residents who has since passed away just a few months ago. It brings comfort to believe that she is now with him, continuing to watch over him and making sure he is well taken care of.

She will be remembered not only for the care she provided, but for the warmth, compassion, and light she brought into the lives of so many.

With heartfelt sympathy,
Amaka Njoku
House Manager
148 Walnut St.

Condolences

YCS Family Comes Together to Support Shani Dean's Daughter

I want to take a moment to express my deepest appreciation for the extraordinary support shown during this incredibly difficult time. Charlotte, Amaka, Yesenia, and Dr. Waller have truly gone above and beyond with any job description. They have walked alongside Jahmani every step of the way, offering not just professional support, but genuine, compassion, presence, and care.

What you have demonstrated is more than leadership; it is humanity at its very best. In moments, like this, when words often falls short, your actions speak volumes. You have created a space of comfort, dignity, and unwavering support, and that does not go unnoticed.

This is what makes YCS so special. It is the people, their hearts, their commitment, and their willingness to show up for one another in the moments that matter most, I am truly in awe of the care and devotion you have shown. And I am deeply grateful to work alongside leaders who embody the values every day.

Thank you for being a source of strength, compassion, and light during such a difficult time.

Rayletta, Garrison, COO



Jahmani Dean-Bailey
and
Shani Dean

Work Anniversaries

Congratulations!

YEARS	Name	YEARS	Name
41	Bagley, Tyrone	8	Njoku, Uzoamaka
39	Albright, James E.	8	Frazier, Corey L.
36	Reid, Janice	7	Boateng, Shavona
35	Dykeman, Jacquilyn	5	Urena Francisco, Ismayri J.
29	Lee, Shawn	5	Clark, Ronald
27	Hernandez, Andres	5	Daley, Najla
26	Torres Santiago, Elizabeth	4	LaGuerre, Todd
24	Jones, Lisa M.	4	Renondeau, Ernst
24	Smith, Katia C.	4	Brown, Lorenzo S.
23	Sewell, Colleen	4	Twum, Ernest
21	Heins, William	4	Wilmot, Allison
18	Garcia, Patricio	4	Collins, Sade
16	Mayo, Theodore	3	Charles, Francesse
16	Maisonet, Lourdes	3	Bastidas, Stephanie
16	Rogers, Senica D.	3	Francis, Shantel
13	Pritchett, Kim I.	3	Mercer Jr., Edward W.
12	Stroman-Mayhue, Anastaycea B.	3	Silverman, Molly J.
11	Smith, Cassandra R.	2	Bell III, Herbert
10	Mckenzie, Nicola A.	2	Hampton, Tamar
10	Works, Brittany	2	Jean Pierre Sr., Lifaite
9	Preston, Markeece J.	2	McQueen, Shahadah
8	Clay, Jack	2	Walton, Tiffani
8	Walden, Sandra Y.	2	Baptiste, Tiffany
8	Lara, Andrea V.	2	Sholaja, Olanrewaju A.



Work Anniversaries

Congratulations!

YEARS	Name	YEARS	Name
2	Thompson, Deirdre	1	White, Rontairey
2	Blackmon-Hayes, Eric	1	Hall, Jabari
2	DeCando, Teyanna	1	David, Eunice E.
2	Manns, Kabirah	1	Dozier, Jayla
2	Jackson, Dwayne	1	Michael, Ashley
2	Johnston, Paige	1	Armstrong, Antanette
2	McClure, Christelle	1	Holt, Juanita N.
2	Adams, Danielle	1	Ibiam, Obioma
2	Dubois, Rossini	1	Leake, Kiera
2	Mckenzie, Edward J.	1	Cave-Harris, Anthony
2	Jones, Christine	1	Taylor, Anna
1	Chestnut, LaToya	1	Moore, Sade
1	Deans, Siani S.	1	Thomas, Tanya L.
1	Eaves, Deanna A.	1	Walton, Karla
1	Grant, Chanel	1	Harris, Jamaiya F.
1	Holt, Lakeisha J.		
1	Quinones, Jessica		
1	Hoffler Jr., Thomas W.		
1	Jones, Candace		
1	Sanders, Danayah		
1	Carter, Jada		
1	Still, Quiana		
1	Sylvestre, Sasha M.		
1	Taylor, Nakeyah		
2	Thompson, Deirdre		

Clinical Rounds

<p>Working with LGBTQ+ Youth May 7 Virtual 10 AM - 12 PM</p>	<p>Facilitated by Molly Holt, Clinician</p>
<p>Clinical Case Presentations June 4 In person 11 AM - 2 PM</p> <p>DCF Training Facility New Brunswick, NJ</p>	<p>This presentation highlights real-world clinical challenges and evidence-informed approaches. Presenting for the southern region are clinicians Isabella Festa and Frank Franceschini. Northern region presenters will be determined.</p>

Milestones

Marriages



Huge congratulations to you both on this beautiful milestone! Midarys and Senica Rogers, we wish you a lifetime filled with love, laughter, and unwavering support for each other. We're so happy for you. Stay blessed and beautiful.



Happy Birthday!!



March Birthdays

Amina Krakallah	Debra S. Tillman	Juliua Julius David Jr.	Melissa Urena	Samanta N. Vassallo
Andre D. Campbell	Djabiaa A. Kablansi	Karon Robinson	Michele Lapine	Samantha Litchfield
Andreaa Y. Morrison	Dominia E. Dilworth	Kasheim Butler	Monicaa T. Campbell	Sarah Polynice
Aniya Proctor	Dominique Williams	Kelleens Toussaint	Myesha M. Eutsey	Shaa S. Fortenberry
Anna Taylor	Donna Gibbons-Davis	Keyarah Hawkins	Nigeria Thompson	Shakida S. Faniel
Annette Fuller	Donte Robinson	Kiana Barrett	Nikusubila Mitchell	Shalik Young
Ashley Oaks	Ebenezer Abuchi	Kyle F Johnson Sr.	Nitketa Hall	Shamera T. White
Bradshaw Vetterly	Elizabeth Seebeck	Latory M. Bryant	Omysha Davis	Shera L. Brown
Brittany Works	Ellen H. Williams-Lindsey	Linnette M. Syer	Patrick D. Richards I	Shirleece Jackson
Bruce Thompson Jr.	Emely Llibre	Lisa B. Guariglia	Pauline V. Gordon	Shona Little
Carol Daise	Genesis Serrano	Lorenzo S. Brown	Peter Williams	Siana S. Deans
Carolina O. Corvino	Imany R. Herald	Lourdes Maisonet	Phara Charlestin	Sivonne Lynn
Cathy Cromelin	India M. Sidney	Louvon Sneed	Quinice Anthony	Stephanie Valentin
Chante Scott	Jabari Hall	Lynnel Bain	Rachel Drayton	Taiwo F. Ojelade
Christina Colon	Jashon Dawson	Mabel A. Nuamah	Raphael Lee	Thomas P. Phalen
Danasa A. Goodwater	Jasmine Aa A. Brito	Mariea J. Esperance	Rebecca C. Bookman	Tiffany Baptiste
Danielle DePeri	Jasmine Pereyra	Martina Vil	Rebekah Roberts	Tyesha E. Wright
Dante Holmes-Davis	Jennifer A. Fahy	Mary Jane Askew	Renee Hunter	Willia William Smith Jr.
Darneil Searles	Joy Pagano	Maurese Chandler	Risa Kimbrough	Yakima C. Daniels
David Rutherford	Juan Cruz II	Melissa Pratt	Roberta LaBarbera	

Highlights

Storm Damage at Sawtelle Willingboro -Tidewater Home



I want to acknowledge and thank everyone involved in the response to the Sawtelle Willingboro–Tidewater program.

First, I want to recognize the leadership team for their coordination, communication, and steady management throughout the incident. Your ability to quickly mobilize resources, engage external partners, and keep all stakeholders informed ensured a safe and organized response.

I also want to extend appreciation to our Facilities team for their rapid action in addressing the fallen tree and restoring safe conditions. Your responsiveness and partnership were critical in minimizing disruption and resolving the situation as quickly as possible.

To our Residential Advisors and direct care staff—thank you. While this was an uncontrollable event, your professionalism, flexibility, and focus on the safety and well-being of our clients did not go unnoticed. Managing an unexpected situation like this, while maintaining care and calm for those we serve, reflects the dedication and diligence we expect and deeply value. We recognize that incidents like this can be stressful, particularly when they impact personal property or disrupt routine. Please know that your efforts today made a meaningful difference in ensuring safety and continuity of care.

Thank you again for your teamwork and commitment.

Dawn Jones
Vice-President

Highlights

Spring Spirit Week at Sawtelle Learning Center

Spring Spirit Week
WEEK OF MARCH 16TH-20TH - OPTIONAL PARTICIPATION

- 16TH MONDAY** DISNEY DAY!
- 17TH TUESDAY** WEAR GREEN FOR ST. PATRICK'S DAY!
- 18TH WEDNESDAY** RODEO DAY DRESS AS A COWBOY/COWGIRL!
- 19TH THURSDAY** TWIN DAY!
200 & 201 (JACKIE & GLENN) - PINK
200 & 200 (ALESSIA & BRODY) - RED
200 & 200 (LUCY & SAM) - BLUE
200 & 222 (LIL & ROSE) - PURPLE
200 & 222 (LUNA & WILLIAM) - ORANGE
GRAB YOUR BESTIE OR WEAR YOUR CLASSROOM COLOR!
- 20TH FRIDAY** FIRST DAY OF SPRING WEAR PASTELS



Highlights

Spirituality Mindfulness Graduation



Congratulations to the new spirituality mindfulness graduates from Laurie Haven, Bright Start, KB girls RTC, and Malcolm House!

Spring Fun Classroom Doors at Sawtelle Learning Center



Highlights

SBYS College Trip



Andrea S. Mayer, director of the YCS School Based Youth Services (SBYS) program at Eastside High School in Paterson, and her team arranged for students to tour Fairleigh Dickinson University's Hackensack and Teaneck campuses on March 4, 2026. During the visit, students had the opportunity to learn about the Latino Promise and Hacer programs, which are designed to support Hispanic students in their transition to and success in college. Although these programs primarily serve Hispanic students, they are open and accessible to everyone.

Ana Evangelista, 11th grader and newly inducted member of the National Honor Society, recently attended an FDU college tour through SBYSP—an experience that helped her gain clarity, confidence, and inspiration for her future educational goals.

"The FDU college tour gave me both hope and pride. I'm grateful that SBYSP offered us this opportunity because, before this trip, I wasn't sure what direction I wanted to take. This experience helped me see new possibilities for my future. Knowing there is a program that supports Latin students—and that transportation is accessible through the bus—really motivates me," said Ana.



Highlights

Read Across America Week at GW School

What a fantastic start to Read Across America Week at GW School!

Volunteers Deanna Craig and Jim Craig, founders of God's Funny Bone: Focus on the Future, brought energy, joy, and plenty of smiles to kick off the celebration.

Students cuddled two therapy dogs and four adorable ferrets, received bright red T-shirts, and posed for fun photos to remember the day. Each child also chose a special Dr. Seuss book to take home and enjoy.

The fun didn't stop there! Back in their classrooms, students dove into a Dr. Seuss-themed scavenger word hunt designed for each grade level — complete with surprise treats hidden at the bottom.

Thank you to the Craigs for creating a day filled with reading, laughter, and unforgettable memories



Highlights

Clinical Rounds Training in New Brunswick



YCS Clinical Rounds training March 6 at DCF training site (New Brunswick). Dr. Leslie Lester from our institute was the presenter and we had a full catered lunch from Wegmans after the training that all clinicians enjoyed. This is the training summary

Through the lens of working with a young child at the outpatient clinic, Dr. Leslie Lester, walked us through the usage of two evidence-based models of therapy, Parent-Child Interaction Therapy (PCIT) and play therapy. The presentation allowed staff to learn techniques in real time from the models, predominately PCIT with the goal of helping staff to take away an overall understanding of this kind of work and also enliven an interest in such methodologies.

Sue Heguy, LCSW
Clinical Supervisor, Holley Center
Director of Student Services & Professional Development

Photo: from left to right
Edward Newmark-clinician Davis House Newark
Sebby George -clinician Laurie Haven Edison
Sue Heguy, Director of Student Services GW school and Clinical Supervisor Holley Hackensack
Dr. Leslie Lester-PHD Assistant Director at Institute for Infant and preschool mental health East Orange
Pfenii Flicker-Assist VP of Behavioral Health 'South"
Isabelle Festa-Vineland PCH Clinician

Agency Updates

Human Resources

Dear Team,

I wanted to take a moment to remind everyone that our Employee Handbook is an up-to-date valuable resource available to you in The Community. [YCS Community - Home](#) It's designed to provide guidance, answer common questions, and help ensure we're all aligned on our policies, practices, and expectations.

Whether you're looking for information on time off, workplace policies, or general procedures, the Handbook is a great first place to start. It can often provide quick clarity and help you navigate day-to-day questions. In addition, under the Human Resources tab there is other helpful information to answer questions such as benefits questions.

Of course, if you review the Handbook and other documents and still have questions or need further support, please don't hesitate to reach out to the HR team—we're always here to help.

Thank you for taking the time to stay informed and engaged.

Steven Kessler, Chief Human Resources Officer

QAPI Update

New from QAPI!

QAPI team is adding a monthly HIPAA Tip to the employee newsletter. Every month, QAPI will provide a key reminder for staff on some aspect of personal health information privacy and security.

~**Mathew Hopkins**, Data Analyst and Privacy Officer

March HIPAA Tip



YCS has a clean desk policy to help ensure private health information stays private. At the end of a scheduled shift, employees are required to make sure all PHI, regardless of paper or electronic, are not able to be accessed via their workstation, desk area, and/or office. Put away any papers with health information, shut down computers, securely store any devices/media with information, and lock office doors.

Agency Updates

Culture of Caring: Inspiring

How managers can create an environment of high self-esteem that inspires employee potential.

What's the most effective way to motivate employees?

The manager who creates a positive, high-self-esteem workplace will have higher performance, lower absenteeism, lower employee turnover, higher productivity, and fewer mistakes. How employees see themselves is like the command center that sits at the core of their personality and productivity. All changes or improvements in external performance and behavior begin with changes in one's inner world. Here are seven ways that the manager can build and reinforce a positive self-concept to motivate employees:

1. Challenge. Give people jobs that make them stretch. Challenges inspire engagement.
2. Freedom. Give people sufficient autonomy to work without close supervision.
3. Control. Set regular times for feedback. The more regular feedback that employees get on their performance, the more valuable they consider their work to be.
4. Respect. When you ask for people's opinions, and listen closely to them when they want to talk, they feel more valuable and important. This comes from Devora Zack's *Best Way to Motivate Others*.
5. Warmth. The more your people see that you like and care about them as individuals, in addition to as members of the staff, the better they will perform.
6. Success Experiences. Give people jobs that they can perform successfully at their levels of experience and skill. This is key to building both self-esteem and self-concept.
7. Positive Expectations. This is perhaps the most powerful motivator of all. Nothing boosts self-esteem and improves performance more than when people sense that their boss believes that they are good and competent and that they have the ability to do the job well.

BY BRIAN TRACY,
CEO Brian Tracey International



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