



*A seasonal newsletter for friends of Helping Hand Center*

# Hand Print



## *Hip Hip Hooray!*

The Patriot's Day parade in early July was a great success! A special thanks to our clients, Susan, Leon, Craig, Kevin, Ted, LB and Richard who came out to represent Helping Hand. It was a fun day in the community!

## *Unveiling Our New Wellness Center!*

On July 15, clients, families and friends celebrated the inaugural ribbon-cutting ceremony in honor of Helping Hand's newly constructed Wellness Center. With an evening of cocktails, hors d'oeuvres and live entertainment from the Harmony Choir, Helping Hand thanks every donor and supporter whose generosity made this dream a reality. Clients now have a bright new space that includes a gym and fitness center, computer and art room and music and performance areas! On August 12, the space was dedicated to Dr. Dennis F. Trybus for his 12 years of outstanding service to our agency.



*Visit [hhcenter.org](http://hhcenter.org) for more agency information!*

## Wellness Center (continued) >>>



## Golf Classic 2010 >>>

# Swing Fore The Hand

On August 16, over 70 golfers enjoyed a day of wonderful weather, great food and fun prizes at Riverside Golf Club — all while raising nearly \$30,000! Helping Hand thanks all players, sponsors and volunteers for reminding us of the importance of our mission, our clients and the families we serve. A special thank you to our hardworking committee members: Bob Ackermann, Mike Cusick, Howard Habenicht, Charlie Ivers and Jim Stillo.





## Family Association >>> **Ice Cream Social!**

On August 14, clients and families enjoyed an ice cream celebration and showed their patriotism with an afternoon of live entertainment provided by "Night Express" from Island Lake!



## **Staff Rates High Level of Work Satisfaction**

Each year, we ask staff to provide feedback via a written 17-question satisfaction survey. The questions inquire as to the staff's satisfaction with their jobs on a 5-point scale, with 5 meaning "very satisfied" and 1 meaning "dissatisfied." The survey's goal is to gain feedback in a variety of working aspects at Helping Hand, including communication, advancement, benefits and work environment among others.

The most recent survey was administered at the fall in-service held in October. The results indicated that the majority of staff seemed to be generally satisfied working at Helping Hand. Specifically, the staff rated the following areas highest in satisfaction:

- Work schedule
- Understanding job responsibilities
- Communication among co-workers
- Communication with direct supervisor
- Progress made by clients

On the other hand, the areas with relatively lower ratings of satisfaction included:

- Opportunities for advancement
- The 403b retirement plan
- Effects of agency changes
- Respect and recognition shown
- Work space

These areas were still rated "acceptable," but they are issues that may require some attention if we wish to recruit and retain the best staff possible. A number of these items are currently being addressed and we expect to see improved satisfaction the next time the survey is administered.

While we will continue to try to improve the working conditions at Helping Hand, it is gratifying to know that, overall, the satisfaction with working at our agency is quite good. Out of 134 respondents, only 7 rated overall satisfaction with Helping Hand as being less than "acceptable," which amounts to a 95% positive satisfaction rating. Moreover, 9 of the 12 departments surveyed rated satisfaction as a 4 (generally satisfied) or better.

As a result, we want to get the word out that working at Helping Hand seems to be a good thing! This should help us to recruit and retain experienced and qualified staff and in return, will result in higher quality of service to our clientele — which is the ultimate goal!

## **Support Day 2010 >>> Raises \$6,200!**



Despite the rainy weather, over 100 amazing volunteers came together to raise \$6,200 for Support Day on Saturday, September 11! Many thanks to everyone who participated and made this event a great success. We truly appreciated your efforts and support! A special thanks to Bob Starhurski and Nyco Products for sponsoring this year's event!

## **Annual Gala 2011 >>> Mark your calendar for Saturday, March 12, 2011! See insert for more details!**

# from the **director's desk...**

**Mary Beth Hepp**  
Executive Director



As the new Executive Director of Helping Hand Center, I am thrilled to let you know that while the face and the name of the Executive Director has changed, the wonderful work of Helping Hand Center remains the same. In my first 100 days, I have learned a great deal about our programs, our staff, our clients and our families. I hear the same message with all of these groups: "We love Helping Hand Center!" And what is not to love? Expert staff providing high quality programs and services to the most dedicated families and the most amazing clients... the enthusiasm about Helping Hand Center is infectious!

One change we do hope you will see is increased visibility. We have plans in place to inform more of the community about Helping Hand Center. Whether that is through participating in our "Treasure Hunt" (see below) or an article in a church bulletin or a picture in the local paper, we plan to reach more people with the Helping Hand Center story. The goal is after hearing our story people will be moved to action – to volunteer, donate, or refer someone to our services.

Remember, "our" story is really your story! It is a story of amazing families, clients and staff working together with the community to assist individuals with developmental disabilities reach their highest levels of independence.

I continue to be excited and honored to be a part of that story.

Sincerely,

Mary Beth Hepp



## TREASURE HUNT

**We need it -- you find it!**

To play, visit  
**HHCenter.org**

- SEE** the list of needed treasures
- DONATE** new or gently used items
- EARN** points and **WIN** prizes
- HELP** people with disabilities

Helping Hand Center assists persons with disabilities in your community to achieve their highest level of independence.

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