

Newsletter

FOR THE STAFF AND VOLUNTEERS OF HOPE NETWORK AND AFFILIATES

Change: *A Constant In Our Field*



James M. Tuinstra
Hope Network President
& CEO

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Written, designed and edited by the Hope
Network Corporate Newsletter Team.

We can all celebrate the changes we have been through over the years when we reflect on the fact that people with disabilities have moved out of state and private institutions by the thousands over the past 35 years (from 38,000 instate facilities in 1965 to 1,500 in 2001). The fact that people have more opportunities to work to their potential in more community-based settings is great. Many people with disabilities live in much less restrictive settings and some have apartments or homes of their own.

The shift from large state facilities to community-based services resulted in the elimination of thousands of state employee's positions and the development of hundreds of small non-profit organizations at the local level.

Currently, that entire system is being challenged as new ways to provide services are being developed. The number of people needing services is increasing; funding for needed services is being severely restricted and we all face a serious shortage of dedicated and caring staff who are willing to provide needed services.

Hope Network has reinvented itself repeatedly over the years as we have consistently worked to meet our mission statement of enhancing the dignity and independence of persons with disabilities and/or disadvantages.

The concepts of person-centered planning, consumer choice, and individual treatment plans are exciting changes for the people we serve. However, they are a real challenge to service providers and to the people who work for these agencies.

We need to very carefully design services to meet the needs but not waste resources. This will result in a redesign of service delivery systems as we must eliminate unnecessary costs of all sorts while guaranteeing that people will receive needed services in a timely fashion. The challenge will be for all of us to adjust to organizational and job changes as we strive to provide the best possible services with the very limited funding available.

Hope Network will continue to work with other non-profit agencies to create a seamless service delivery system. We will work through joint ventures, collaborations and acquisitions of other service providers. The goal will be to always provide the best quality service to the people we serve.

I look forward to working with you during these changing times.

"Imagine the Possibilities..."
James M. Tuinstra
President & CEO

Corporate Human Resource *Update*

Diversity

Hope Network believes that each person is created in the image of God and therefore has an intrinsic worth and dignity.

Let us all be an instrument to promote inclusiveness and pluralism, to advance the healing of racism, and create social harmony within our workforce and community.

Hope Network also believes we all possess many differences and realize that because of those differences, we must learn complete respect for each other.

Because we do not always have a balanced view of each other, diversity can create whole-

ness in an organization by contributing to healthier working relationships. Diversity initiatives seek to upgrade the capacity of the workplace to recruit, retain and promote talented people of every interest group who have ideas.

As we advance into this new millennium, let us truly recognize and appreciate the differences in each one of us. Let us all be an instrument to promote inclusiveness and pluralism, to advance the healing of racism, and create

social harmony within our workforce and community.

Annual Human Resource Audits

During the third quarter of 2001, Corporate Human Resources will be conducting the annual HR Audits for the Network.

Why do we do audits? Everyday, people in the organization make hundreds of employment decisions based on the policies and procedures drafted by our HR departments. Those tools should provide a mechanism for avoiding or defending legal challenges, and each one should be monitored continually. To do that, HR must keep abreast of every new law, amendments, changes in HR, etc.

The only way to make sure the job is being done is to audit the practices.

What Does an Audit Cover?

- It compares your policies to government regulations.
- It identifies problems and proposes solutions and improvements
- It assists you with human resource planning
- It reduces liability

Some of the Areas the Audit Might Include:

- Staffing and Recruiting
- Disciplinary and Termination procedures
- Promotion practices
- Record Keeping



- Health and Safety Practices

Audits are part of an improvement process for the Network to assess the overall adherence to employment regulations and the implementation to sound human resource administrative practices.

New Staff Addition at Hope Network Corporate



Derric Bakker, Vice President of Hope Network Advancement

On July 2, 2001 the Corporate Office welcomed a new staff member. Mr. Derric Bakker, Vice President of Hope Network Advancement. Derric also holds the position of Executive Director of the Hope Network Foundation as a joint appointment.

Derric brings with him a wealth of relevant experience in project management, fundraising and consulting. In his most recent position as Senior Project Director at Monaghan Associates, Inc., Derric pro-

vided direct consultation to nonprofit organizations, specializing in strategic planning and development consulting. Derric also served as the Chief Development Officer of the Pine Rest Foundation and Pine Rest Christian Mental Health Services where he was responsible for designing and implementing fundraising strategy and managing the development and foundation offices and staff.

New Network Administration Policy and Procedure Manual

As part of our Network Administration Accreditation for CARF, The Corporate Office has assembled copies of Network policies that must stand alone as separate policies that are in adherence to CARF regulations for a Network.

On June 13, 2001 at the HR Director's/Network Policy Meeting, the New Hope Network and Affiliate Policy and Procedure Manual was distributed to all HR, Quality, Finance and Executive Directors present for the meeting.



What's this newsletter all about?

In an organization as diverse as Hope Network, seeing to it that all employees receive relevant corporate-wide news and information isn't always easy; but it is important. We want to make sure everyone working within Hope Network is aware of their importance to our organization and to the people we serve, and that they are appreciated for the work that they do.

That in a nutshell is what this new newsletter is all about. We intend to publish this newsletter on a quarterly basis and see to it that it is made available

to every employee in the network. Information and articles will be included in the newsletter that may affect you directly and give you a better sense of what Hope Network is truly all about.

We at Hope Network Corporate want to thank you for your commitment to enhancing the lives of the people we serve. We hope you enjoy this newsletter and look forward to providing you with the information you need about the organization you work for.

Corporate Running Team

2001 Corporate Triple Crown 5K Series

Three great runs this year for the Corporate Triple Crown 5K Series sponsored by Spectrum Health! Hope has a team that enters this competition every year with at least ten (10) runners who pay their own way to race. The races are 5K, which is 3.1 miles. Each year these races draw large groups of runners from all over Michigan and the whole United States. Our team came in 8th place for the chilly Irish Jig in March, 17th place for the rainy Pietro's Run in April and 11th place in the hot, hot Reeds Lake Run in June out of 71 teams competing. This is the best we have run in several years, so congratulations all around on a great season!

The competition are companies like Amway, Spectrum Hospital, Herman Miller, and Steelcase—most having several teams to represent them. We did pretty well against the big companies!

Here are the runners that dedicated training time plus some very cold, very wet or very hot Saturdays running for Hope Network:

Herbert Start—President and CEO (retired); Janet Dodge-Larson*—Corporate Office; Dwight Lafleur*—Supported Employment-HNWM; Jeffrey Ford*—Lansing Rehab; Mike O'Connor*—Lansing Rehab;

David Christmann—I.O. - HNWM; Donald Idsinga*—Supported Employment-HNWM; Amanda Lake*—Lansing Rehab; Regina Salmi*—Horizons West Lake; Sharon Maiques—Corporate Accounting.

Look for an invitation to join this team in early 2002!

**Indicates they ran all three races this year.*



A Spiritual Nugget

King David's discovery of God recorded in Psalm 46:1-3 is worth considering. He unfolded it in these words: "God is our refuge and strength, a very present help in trouble. Therefore will not we fear, though the earth be removed, and though the mountains be carried into the midst of the sea; Though the waters thereof roar, and be troubled, though the mountains shake with the swelling thereof."

These words of King David reveal his relationship and experience with God. He learned over the years to trust and serve God. He spent time in prayer with God. He discovered God's goodness and the unlimited power He possesses. As a result of his relationship with Him and

willingness to obey Him, He discovered God as:

- a. His Refuge
- b. His Strength
- c. His Present Help in Trouble.

You and I can have a similar experience with God. We can do so by total commitment to Him. He will draw near to us, if we draw near to Him. This should be our desire always.

Fordson Chimoga provides Pastoral Services for Hope Network West Michigan. Please call Rev. Al Hoogewind of the Corporate Pastoral Services at (616) 235-4673 Ext. 202 for other Affiliate Pastoral Services.

Help make *Hope Network* a better place to *Work!*



Try out our new Hope Network e-mail suggestion box by submitting your great ideas and you could win a handy Hope Network portable chair!

Hope Network is implementing a new e-mail-based suggestion box. Submit your wonderful suggestions on how to improve productivity, reduce costs, boost morale...any suggestion on how to make Hope Network a better place to work. If your suggestion is picked by our panelists to be implemented, you will win a handy Hope Network portable chair! A total of 28 chairs will be awarded. No more than 8 chairs will be awarded to one affiliate. Hope Network Corpo-

rate employees are not eligible, but are welcome to submit suggestions.

Submitting a suggestion is easy. If you are on the Hope Network e-mail system, a suggestion mail box has been set up. Just select the suggestion mail box in the "To" portion of your e-mail.

Not on the Hope Network e-mail system? No problem. Just mail your suggestions to:

Hope Network
Attn: Suggestion Box
PO Box 141
Grand Rapids, MI 49501-0141

To be in the running for the portable chair, be sure to have your suggestions in by 09/12/01.

Keep your suggestions coming all year round. With your help, we can all make Hope Network a better place to work!



“ *Reality is the greatest cause of stress for those of us who are in touch with it.* ”
—*Lily Tomlin*

Quality News

Since the last update the Annual Quality Review of Members (AQR) team has been to NOC in Cadillac, MOARC in Paris, Hope Network S.E. in Pontiac, and to Monroe and Adrian for Community Connections. All are doing quite well, thank you. Each of these network members is getting ready for their CARF accreditation survey yet this year. So, why do we do the surveys?

Well, the AQR reviewers help the programs by looking for any parts of the program that could be improved or that might be

below the CARF standards and make recommendations to bring it up to the standards. For network members, being accredited by CARF is essential for their status as a member in the network.

The other areas in which reviewers are looking are exemplary practices that make each program unique. We have published several this year, and we continue to find new ones with each review we complete.

NOC—Hope Network North Michigan has developed a

PowerPoint version of their consumer handbook. It has pictures of staff, of work/program areas and animations that help to illustrate where people need to go for help or for information, etc. When a new consumer comes for orientation he or she will sit at a computer with a staff person and go through the slide presentation, if they are able. That is definitely a high quality benchmark. We are very excited about the possible application for all of the network members.

Monroe County Community Connections keeps a site contact log in a 3-ring binder which lists community sites that consumers may wish to visit. The lists have

addresses, phone numbers, directions, hours of operation, wheelchair accessibility, cost, special events, etc., on one page for each reference. It's an easy reference for the staff and saves them time plus it is easy to add to the binder.

Our new review year will start in October 2001. If you are interested in being a reviewer and feel you have good qualifications to be on the team (background in quality, program supervision, clinical areas or administration), please give me a call at (616) 248-5203.

*Jan Dodge-Larson
Director of Quality*

Our intent is to provide a better review system for all of the Affiliate Members that will be more meaningful and helpful in the accreditation process.



Old Kent/Fifth Third *River Bank Run.*

Hope Network was the official charity of the Old Kent/Fifth Third River Bank Run held on Saturday, May 12th in Grand Rapids, Michigan. The River Bank Run gave Hope Network \$1.00 for every entry in the 25K and 5K runs and the 5K walk. In addition, each “running for Hope” participant (and any other willing donors) gave an additional \$5.00 to Hope Network. Spartan brand products matched the gifts of the first 1,000 donors up to \$5,000. Last year we raised \$5,000.00 as the official charity of the

River Bank Run. This year we raised \$12,570.00! Proceeds benefit the thousands of men and women with disabilities served by Hope Network and affiliates in the West Michigan area.

Hope Network had 130 volunteers helping at the 25K and 5K aid stations this year. Thanks to our volunteers, we had a wonderful day and a great team effort!

Volunteers

Bayer, Shari
Butcher, Rick
Frost, Deb
Frost, Jeremy
Gervais, Heidi
Jansen, Al
Kiger, Tamara
Kiger, Nick
Myhalyk, Cindy
Myhalyk, Mack
Paynich, Linda
Salmi, Regina
Seward, Doreen
Spaulding, Sarah
Velzen-Haner, Steve

Byrne, Jeff
Dodge-Larson, Jan
Dwyer, Joanne
Frazier, Dee
Lipp, Jason
Maiques, Sharon
Scholten, Mary
Tietz, Phil
Tuinstra, Gen
Tuinstra, Jim
Zeller, Lynda
Zeller, Sam
Zeller, Stacey

Stranz, Tom
Rev. Al Hoogewind

Cadwell, Mary
Ellen
Rollins, Debra
Beurkens, Chris
Hewitt, Suzanne

Anderson, Mary
Kay
Bearden, Charles
Buford, Linda
Chafee, Meryl
Christman, Dan
Christman, Katie
Christman, Sarah
Christians, Josh
Christians, Matt
Christians, Randy
Colton, Ron
Crawford, Daisy
Dennis, Susan
Dzwiatkowski,
Amanda
Ebenstein, Toni
Freeman, Alta
Goodyear, Jeff
Gowdy, Dan
Gray, Will
Heintzelman, Jim

Herd, Monique
Ippel, Paul
Johnson, Jennifer
Kidder, Karry
McWilliams, Kyle
Miedema, Kim
Miller, Greg
Millins, Elyssa
Nydham, Lila
Nydham, Paul
Ploeg, Dave
Potgeter, Brynley
Potgeter, Nancy
Prelwitz, Vivian
Quirck, Rose
Redford, Page
Riha, Jen
Riha, Reta
Ringleka, Loann
Robinson, Alice
Robinson, Donna
Salyer, Tamara
Skoog, Jen
Stout, Melisa
Symonds, Michelle
Timmer, Clarence
Welch, Carol
Wells, Oralee
Wheeler, Ed
Wilkerson, Mike

Williams, Sheryl
Wilson, Fred
Wouthuis, Pat
Christman, Dave
Kendall, Kurt
Hull, Katherine
Hull, Kayla
Sweard, Martha
Seward, Vickie
Keough, Mary Ann
Blok, Jude
Bott, Margo
Falkinburg,
Howard
Foltz, Angie
O'Neill, Georgia
Kober, Krist
Auperlee, Laura
Bloem, Dawn
Campbell, Tanya
Collins, Anna
DeRoo, Tammy
Falkinburg, Lisa
Gibson, Dave
Gorter, Nancy
Henley, Covert
Hoffer, Jeri
Kober, Kris

Koch, Connie
Koch, Maggie
Koch, Pat
Loper, Deb
O'Neil, Georgia
Perry, Melanie
Ridgeway, Christen
Thomas, Cory
Thompson, Karen
Tuinstra, Tara
VerSluis, Julie
VerSluis, Steve
Wynott, Dorothy

Bott, Margo

Falkinburg,
Howard
Foltz, Angie
O'Neill, Georgia
Kober, Krist
Auperlee, Laura
Bloem, Dawn
Campbell, Tanya
Collins, Anna
DeRoo, Tammy
Falkinburg, Lisa
Gibson, Dave
Gorter, Nancy
Henley, Covert
Hoffer, Jeri
Kober, Kris

Koch, Connie
Koch, Maggie
Koch, Pat
Loper, Deb
O'Neil, Georgia
Perry, Melanie
Ridgeway, Christen
Thomas, Cory
Thompson, Karen
Tuinstra, Tara
VerSluis, Julie
VerSluis, Steve
Wynott, Dorothy

Race/Walk Participants

(that we are aware of)

Mary Masters
Dwight LaFleur
Dave Christmann
Don Idsinga
Cindy Haner-
Velzen
Susan Hiller
Kelly Marouchoc
Cathy Aardema
Becky Ackerman
Anthony Leslie

A Great Day *on the Links!*



(left to right) Don Wiersma—HNWM, Mary Scholten—Corporate, Tom Stranz—Rehabilitation Services, and Pat Albright—HNWM share a laugh while handing out door prizes at this year's golf outing.

Hope Network's 16th Annual Golf Outing was an outstanding success! We owe our thanks to the many sponsors, players, and volunteers who supported this event. On the day of the golf outing we had perfect sunny weather. 114 players joined us at Railside Golf Club in Byron Center, Michigan. Through the many gifts we received from the players, sponsors, and the raffle ticket sales, we raised nearly \$30,000! Proceeds

from this event will benefit the thousands of persons with disabilities and disadvantages who are served by Hope Network.

Our raffle prize drawings were awarded to the following winners:

- 3rd Prize, DVD Player—Sue Dennis, HNWM Purchasing Department
- 2nd Prize, Digital Camera—Tom Faranski, Consumer in our Northwest Center
- 1st Prize, \$1000 Key Tours Travel Gift Certificate—L.J. Abma, HNWM Northwest Center Employee

2001 Golf Outing Volunteers

Becky Ackerman	Maggie Koch
Pat Albright	Marlene Martins
Margo Andrews	Sandra Millward
Daniel Arms	Bob Nowak
Derric Bakker	Jennifer Renninger
Sandi Bierma	Dean Salisbury
Jean Brouwer	Regina Salmi
Jeff Byrne	Tamera Salyer
Lee Chapman	Mary Scholten
Sue Dennis	Paula Schuberg
Joanne Dwyer	Rick Stoddard
Will Gray	Tom Stranz
Rev. Al Hoogewind	Heather Tigchelaar
Pat Jurrians	Gen Tuinstra
Jan Dodge Larson	Jim Tuinstra
Jan Leatherman	Oralee Wells
Jason Lipp	Don Wiersma
	Debbi Wollard

A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty.

—Sir Winston Churchill