

SPIRIT

SHARING STORIES OF FAITH AND COURAGE

FALL 2021



HERITAGE
CHRISTIAN SERVICES

INNOVATING



20 YEARS OF EXCEEDING EXPECTATIONS

HCS honored again with Compass designation | PG. 3

FALCONBRIDGE

A new home for new needs opens in Rochester | PG. 4

A COMMITMENT TO INCLUSION

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ELEVATED WAGES

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Heritage Christian Services
275 Kenneth Drive, Suite 100
Rochester, NY 14623

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A LETTER FROM THE PRESIDENT

In this time of incessant change, one thing that invariably lifts me up is seeing the courage of our staff members in action. They continue to be resilient, keeping their energy up and doing what just two years ago would have seemed impossible.

We believe that the most important way to support their courageous acts is to build on efforts to increase their compensation and to continue to work to elevate the care professions. People who choose a career that directly supports the health and well-being of others deserve to earn a wage that allows them self-sufficiency.

Earlier this year, while weathering cuts in our rates rather than increases, we advanced starting wages for all care positions to \$15.00 per hour, for residential staff, who make up most of our workforce, to \$15.75, plus more for certain shifts. This step is significant for many reasons, including ensuring consistent, meaningful support for those who choose our services.

That wage increase matters more than you might think. Consider this: Poverty rates are consistently around 30% in Rochester and Buffalo. In Rochester, 78% of people in households headed by women are living below a level of self-sufficiency. Here at Heritage Christian Services, women make up 80% of our staff. In a Sept. 2021 report, New York think tank PHI notes, "...44 percent of direct care workers live in low-income households and 45 percent rely on some form of public assistance such as Medicaid, nutrition assistance or cash assistance. These trends both reflect and perpetuate the racial and gender inequalities faced by direct care workers, who are largely women of color." The data makes it clear that certainly there is a concern about poverty among many of our care professionals.

By increasing our wages, and increasing the income of traditionally underpaid care professionals, we're actively taking steps to decrease the concentration of poverty in the Buffalo Niagara region as well as the Rochester area. This way, together, we're elevating self-sufficiency, combating discrimination and strengthening our communities.

It is no accident that when we understand how to elevate and support the care professions, it moves the needle significantly on the social issues that limit the successes of many in our community. We are proud that the Rochester-Monroe County Anti-Poverty Initiative recently named Heritage Christian Services a Level Up Champion. This Level Up honor celebrates Heritage Christian's passion to be an employer that is intentional about creating widespread, systemic improvements that reduce poverty over the long-term. We echo our friends at RMAPI in saying that this recognition is not only a celebration of progress but an urgent call to action.

In this issue of our Spirit newsletter, you'll get a glimpse into the important work being done by and for the people who are fulfilling these essential jobs. And we'll look at the ways we support that courage.

We build them up by creating a new support position, the senior vice president for people and culture, which you'll read about on page 3. Donna Mostiller will join us as we build on the work we've done to ensure a welcoming, inclusive, diverse work environment. This includes standing soundly against fundamental barriers including racism, sexism and ableism.

We've proven time and time again, high quality compassionate care is essential. Now it's time we all work to ensure the person providing that care is honored as essential. We drive forward with optimism. †



Marisa Geitner and Karen Sharrif

Sincerely,

Marisa Geitner
President & C.E.O.



When you see this icon it means there's a video at HeritageChristianServices.org/Newsletter.

About Us

SPiRiT is a bi-annual publication of Heritage Christian Services.

At Heritage Christian Services, people come first.

Heritage Christian Services, established in 1984, strives to advance an inclusive and equitable community. Our more than 3,000 employees look beyond the traditional to provide services that ensure meaningful and diverse experiences. Based in western New York, with concentrations in the Rochester and Buffalo Niagara regions, we're innovating and expanding as the needs of our community grow. We serve our community with programs that promote housing options — and the support within them — along with programs that create relevant employment and day habilitation; establish high-quality child care; set the standard for statewide workforce education; ensure robust health and wellness; and embrace self-empowerment.

Visit HeritageChristianServices.org.



A Second Thought Resale Shop • Springdale Farm and Balcony Point
Elevesity • Employment Alliance
Expressive Beginnings Child Care • Heritage Christian Stables
Ferncliff Apartments • Pieters Family Life Center
International Ministries • Heritage Hollow Retreat Center
Heritage Gardens

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275 Kenneth Dr., Suite 100
Rochester, NY 14623
Telephone: (585) 340-2000



A Compass Agency



2015 ETHIE Awards Recipient

REGIONAL OFFICE
130 John Muir Dr., Suite 106
Amherst, NY 14228
Telephone: (716) 743-2020



TDD: (800) 662-1220

Heritage Christian Services' commitment to equity and justice

We believe that people are entitled to dignity, respect, equity and justice. We champion a society that removes barriers. We reject racism and discrimination of any kind. We protest systemic and political inequities that marginalize people, recognizing that there is a history of structural racism in the United States. We will continue to learn and change to achieve justice. We know that strength comes from unity.

CELEBRATING 20 YEARS OF EXCEEDING SERVICE STANDARDS



After a four-day comprehensive review in June, Heritage Christian Services' Compass status has been renewed for another year, recognizing us as a top service provider in New York State for 20 consecutive years.

The Compass designation, from the state's Office for People With Developmental Disabilities, is achieved by provider agencies that demonstrate the ability to consistently provide quality supports and services that exceed standard regulatory requirements. From over 500 providers in the state of New York, we are one of four organizations to be recognized with this award of distinction.

Of particular note in the review were words of praise to the staff related to our organization-wide response to Covid-19. Our efforts were seen as swift and comprehensive, in the best interest of those we serve and those providing the support. In addition, reviewers celebrated the consistency of our mission and our values lived out through every facet of the organization. This honor is further indication that our person-centered approach is evident in all we do. Congratulations to our entire workforce for being recognized. †

"See, I am doing a new thing! Now it springs up; do you not perceive it? I am making a way in the wilderness." — Isaiah 43:19

NEW SENIOR VP OF PEOPLE AND CULTURE



Donna Mostiller

As the Heritage Christian Services workforce grows and changes, the agency has moved to hire its first senior vice president of people and culture, Donna Mostiller. For several years now, Heritage Christian Services has pushed for state-wide recognition and awareness of direct support roles by raising standards for education and training, joining collaborators for advocacy and raising wages for care professionals. In her role, Donna will carry forward this momentum by advancing diversity and inclusion initiatives as well as working to operationalize justice and equity in our employment philosophies and practices. Donna will be complementing our Department of Workforce & Talent Development, ensuring that our workforce of more than 3,000 across Rochester and Buffalo have access to professional development opportunities, staff wellness services, top-notch employee benefits and equitable pay. Donna will also join in our commitment to cultivating employee relations, helping to strengthen our culture of care and recognition to enrich each person's work experience and increase the agency's capacity to attract and retain people who have a passion to serve others.

Robin Coleman, payroll and benefits manager, was part of the nine-member selection committee that helped choose the final candidates. They spent a great deal of

time determining whether an interviewee would be a good fit at Heritage Christian.

"Part of it is understanding that a change is occurring," she said, "and we have to prepare for that. It's just a transition. We're evolving. We're 3,200 strong, and we're still growing. This is a position that's needed, to ensure that we stay compliant and the employee has a voice."

For more than two decades, Donna has held leadership and executive positions for not-for-profit agencies, most recently leading the Office of Human Resources at Niagara University in Lewiston. She also served in HR leadership for Girl Scouts of Western New York; People, Inc.; YWCA of Western New York; and Clarkson Center for Human Services.

She has several membership associations including her board service for the National Federation for Just Communities of Western New York; Center for Hospice and Palliative Care; and Buffalo Niagara Human Resource Association, to name a few.

Donna studied at Oberlin College in Ohio and earned her Master of Business Administration degree at Medaille College in Buffalo.

Heritage Christian Services worked with the recruitment firm Engaging Diversity & Inclusion to find candidates before engaging a selection committee comprised of employees and community leaders. In addition, town hall events with the final candidates were open to Heritage Christian employees. Employees were asked to give feedback on the candidates after the meetings, and their input was an invaluable part of the hiring process. †



FALCONBRIDGE

"THE PLANNING OF THIS HOUSE REALLY INVOLVED THINKING LONG-TERM AND HOW THE HOUSE CAN BENEFIT EVERYONE AS THEY AGE."

– Mike Nguti, residence manager at the home on Falconbridge Drive

Moving into a new home is a meaningful time in anyone's life. For the people who now live at the home on Falconbridge Drive, it means a place that can suit their needs for the rest of their lives. Their new home has a single-level, open concept floor plan, meaning greater accessibility for everyone and more room to spread out.

And even though everyone is new to the home in Pittsford, they aren't new to each other. The four housemates all lived on High Street and when a couple of people outgrew the physical environment, rather than moving those people to a more accessible home, everyone chose to move together. Heritage Christian Services was able to renovate an existing home and create a place that will support their needs in new and critical ways.

Louise Byron, whose daughter, Lynne, made the move to Falconbridge, said, "I'm glad they can stay together. Moving into a new home with people you already know means one less thing to adjust to, and that's important."

Lynne Byron said of her new home, "I am excited! A lot more space." Lynne's mother talked about what else the new home means to Lynne: "No stairs makes a big difference to Lynne — and a first-floor laundry, too. She really loves doing laundry and she can now get to it more safely."

Mike Nguti, the residence manager who moved with the group from High Street to Falconbridge Drive, said, "The house is full of excited energy. We'll have a bit more space and have added a lot of things that are going to help people interact with their home more easily. The planning of this house really involved thinking long-term and how the house can benefit everyone as they age."

"High Street was a lovely home but it was smaller," said Lindsay Wollschleger, associate director of residential operations. "The additional space here means more opportunity for people to enjoy quiet time and space to themselves in places other than their bedroom. We want people to live in homes that are able to adapt to their physical and emotional needs."

As everyone settles in to their new space, Byron reminds us that while the home is important, it's the staff who support her daughter who truly have a meaningful impact.

"The right staff can make such a difference," she said, "people who really care to get to know what makes a person happy."

Wollschleger added, "This group of people — they know one another. They know what makes each other tick. They form these relationships not just with one another, but it extends to their families as well. It's important to respect that."

"What's so rewarding," she added, "is knowing that the people who live here have a home that is safe and appropriate for them."

If you know someone looking for a fulfilling career, tell them about DirectSupport.org and encourage them to join a team like the one supporting Lynne and her housemates. †



**WE'RE
HIRING!**

Tell friends
& family to
apply at:

DIRECTSUPPORT.ORG

Or text us to apply
HIREME@HCS
to 97211.



INCREASE IN WAGE BOOSTS NUMBER OF PEOPLE APPLYING FOR DIRECT SUPPORT ROLES

Direct support professionals are always essential. In July, a DDAWNY news conference publicized the importance of pay equity and sustainable funding. Human service leaders and advocates joined forces with elected officials to focus on severe worker shortages and Medicaid shortfalls, which are profoundly relevant to our region's poverty challenges. Advocates urged lawmakers to stop the budget cuts, raise direct support wages and to fund the future.

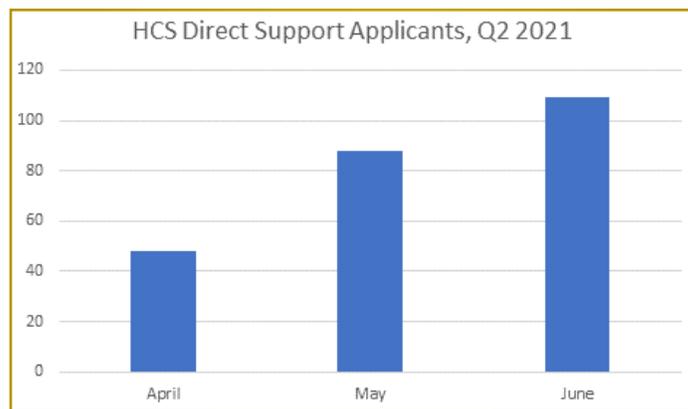
In addition, the Rochester Monroe Anti-Poverty Initiative continues its focus on lowering concentrations of poverty in our area by increasing income and making basic needs more affordable and accessible. Encouraging area employers to commit to a minimum wage of \$15 an hour is a top priority for RMAPI in 2021.

Here at Heritage Christian Services, we have long advocated that direct support work is essential, as are the people doing it, and they deserve to be compensated well above the level of self-sufficiency. This spring, Heritage Christian Services increased the minimum wage for OPWDD care professionals to \$15 and \$15.75 an hour for residential positions, while continuing to maintain all of our differentials that potentially increase a person's starting wage to \$17.50/hour.

We did see an initial uptick in the number of people applying for jobs at Heritage Christian. But sustaining that level of

engagement will take additional resources. While increasing wages is a step in the right direction, nationwide worker shortages and limitations of a pandemic world mean that there are still many challenges ahead. We have to secure funding in order to continue to realign wages for care professions at a much more competitive rate, given the essential work that they do.

To express your concerns about pay equity and funding to New York leadership in Albany, or to join advocacy groups, visit HeritageChristianServices.org/Advocacy-Disabilities. †



AWARDS & RECOGNITION

PIETERS FAMILY AWARD OF EXCELLENCE



Bob Pieters, agency co-founder and retired C.E.O., held the Pieters Family Award of Excellence Luncheon on Sept. 15. He honored the advocacy and legacy of his late wife, Marie, and recognized seven staff members for their service and dedication to people at HCS. Honorees included: Kirk Gerringer, Rochele Page, Jessica Zazubec, Angel Morales, Corey King, Maira Diaz and Vicki Rankin Damuth. †

LEGAL EXCELLENCE AWARD



Heritage Christian Services agency board member Maria Jose Cubillos Reed was honored with the Rochester Business Journal's Legal Excellence Award for Pro Bono Excellence. These awards recognize how legal professionals strengthen the Rochester community through their commitment and dedication to legal standards, community service and mentorship. †

ALLIANCE DSP AWARD



Nick Goddard, an agency medical liaison, received the NY Alliance DSP Award. He was recognized for his excellent support of people, his creative thinking and ways he encourages people to be active. There were 12 honorees out of 180 nominations from across the state. Way to go, Nick! †

WOMEN OF DISTINCTION AWARD



Senator Samra Brouk honored Sara Taylor with the NYS Senate's Women of Distinction award, for her influence in the field of mental health and for being a powerful advocate for all people – including people of color. Sara is a community liaison and training specialist for Eleversity. Congratulations, Sara! †



DONOR SPOTLIGHT



HOWARD C. DALY was a man who cared deeply for Heritage Christian Services. He was involved in establishing the first Heritage Christian home on Jennifer Lane in Webster and was a member of the Heritage Christian Services Foundation board in the mid-1990s and its chairman from 1994 to 1995.

In 2003, as Heritage Christian set out to create a place that would help people age gracefully in spirit, mind and body, Howard was an energetic champion of the 2003-2007 capital campaign for the Pieters Family Life Center. With a goal of \$6 million — of which half was earmarked for the Life Center — Howard was there with generous support to help fund construction of the first-of-its-kind building.

Howard passed away peacefully on May 6, 2021. He was a member of the Heritage Christian Legacy Society, a group of people who choose to include Heritage Christian Services in their estate plans. His gift to Heritage Christian was through his IRA and will support the construction of a new home to for six people in Chili, New York. This new single-story home will be fully accessible and will improve our ability to provide the highest quality of care when it's needed most as people age and face medical complexities.†

VOLUNTEER SPOTLIGHT



This year, **THE BONADIO GROUP** selected Heritage Christian Services for its annual Purpose Day on Aug. 5. More than 140 Bonadio team members volunteered their time at 28 Heritage Christian locations that day. Their time was spent weeding gardens and mulching the yards, along with many other tasks, at residential homes, Heritage Christian Stables and Balcony Point at Springdale Farm.

The Bonadio Group, a CPA firm in Rochester, has been a long-time friend of Heritage Christian Services. In addition to this dedicated day of volunteering, the company has supported Heritage Christian fundraising events, including the Golf Classic. We appreciate Bonadio's commitment children and adults with intellectual and developmental disabilities. †

There are more than **3,000** positions in WNY that need YOU!

Be Valued. Be Essential. Be a Friend.
Become a DSP:

A DSP is a Direct Support Professional who assists people with Intellectual and Developmental Disabilities have a full, safe and happy life. DSPs may help a person with activities of daily living, feeding, cooking, shopping, administering medication. They provide assistance with transportation, going to work or to appointments, or support them as they enjoy activities in their community.

Go to www.ddawny.org

Choose from any of the local area human services agencies looking to hire TODAY!

This Job will change your life... For the BETTER!

- Immediate Openings near YOU
- Flexible hours, Full Time/Part Time/ Evenings/Weekends
- Paid Training & Generous Benefits— Health, PTO, Free Parking
- Opportunity for Advancement
- Rewarding, Fulfilling and you will make a Difference



EMPLOYERS' ONGOING PARTNERSHIP MAKES A DIFFERENCE

Three area employers have demonstrated a commitment to build a more inclusive workforce. Barkman Honey in Victor, Tree Town Café in Penfield and the Monroe County Clerk's Office in Rochester each committed to working with our employment specialists to put the right supports in place and ensure each employee's long-term success.

Their partnership has been invaluable as the Employment Alliance continues to support students and adults with disabilities in achieving their employment goals. For more, visit HCSEmploymentAlliance.org. †



SPEAKER HEASTIE VISITS HERITAGE CHRISTIAN SERVICES



The Honorable Speaker of the NYS Assembly Carl Heastie visited a Heritage Christian residence on Jackson Road in Penfield, September 16, as part of his statewide tour in western New York. Assemblymember Jennifer Lunsford joined him, meeting with agency family members and staff, including Marisa Geitner and Drew Bielemeier.

During the visit, agency executives backed the testimonials from a parent, Deb Trageser, and Residence Manager Julie Folkins.

Bielemeier and Geitner then explained several key issues to the state leaders and their staffers, with calls-to-action aligned with advocacy partners:

- **#StopTheCuts** – Bielemeier explained financial cuts when a person is hospitalized, when parents bring their children home weekends and when someone passes away. He said, “It’s another form of institutionalization when there’s pressure on family members not to spend time together.”
- **#RaiseTheWage** – Geitner shared several poignant statistics, including that 90% of human services professionals are women. Our region has some of the most impoverished areas in the country and many women head-of-households are living below levels of self-sufficiency. We can’t address poverty if we’re not advancing self-sufficiency in women-majority industries.
- **#FundTheFuture** - Bielemeier said, “For more than a decade, providers like HCS have not been able to count on a COLA (Cost of Living Adjustment). That makes it difficult to plan and provide essential services. The industry needs an annual COLA, and to codify it so that it cannot be deferred.”

"TODAY'S TOUR SHINED A LIGHT ON FACILITIES LIKE HERITAGE CHRISTIAN SERVICES AND THE ESSENTIAL SERVICES THEY OFFER TO THEIR COMMUNITY."

-Speaker Carl Heastie



Assemblymember Lunsford said, “Heritage Christian Services is a vital resource for many Western New Yorkers and I am incredibly proud of the work that they do. I am thankful to have Speaker Heastie here today to see firsthand the important work they are doing...”

At the meeting’s end, Bielemeier emphasized the need for families, individuals, state leaders and providers to work together. Both executives expressed urgency.

Reach out to your policy and lawmakers for people with disabilities and their direct support staff. Visit HeritageChristianServices.org/Advocacy-Disabilities for more. †

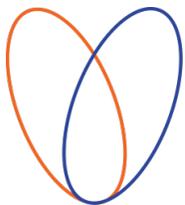


Speaker Heastie and Assemblymember Jen Lunsford gave a shout-out to direct support professionals during DSP Recognition Week.

CELEBRATING DSPS

During National Direct Support Professional Recognition Week Sept. 12-18, we highlighted the dedicated, innovative direct support workforce that is the heart and soul of supports for people with disabilities. It’s always a great opportunity to say thank you and raise awareness about the role DSPs play in supporting people with disabilities be part of the community.

Their work makes a difference in our community, and every year this celebration is a great opportunity to showcase the amazing and often unsung work of these incredible professionals. †



Direct Support Professional
RECOGNITION WEEK

ANCOR RELIAS



FUNDRAISING REPORT



GOLF CLASSIC RAISES MORE THAN \$147,000

On a perfect day in August, more than 140 golfers attended the 31st annual Heritage Christian Golf Classic at Monroe Golf Club. The event, sponsored by Lawley, raised more than \$147,000 for the Heritage Christian Services Foundation. Steve Tasker, former Buffalo Bill special teamer, and his wife, Sarah, joined the evening program. Congratulations to first-place winner Team Triad. Save the date for the 32nd annual Golf Classic on Monday, Aug. 1, 2022. †



Lawley

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Unleash
Generosity

**GIVING
TUESDAY**

November 30, 2021

Please consider showing your support with a gift at
HeritageChristianServices.org/GivingTuesday



GIFTS OF SUPPORT

Thanks to the generosity of our partners and donors, people touched by HCS have the opportunity to learn and grow and to be respected for their individual gifts and strengths. Thank you for making a difference.



JOHN R. OISHEI
FOUNDATION



A grant from the **Avangrid Foundation** will help the advancement and growth of the Employer Resource Network of Rochester. Its ongoing support will continue to have a positive impact for many employees and our community.

Heritage Christian Services is honored to be the recipient of a grant from the **Cloudsplitter Foundation**. This grant will support the purchase of kayaks at Heritage Hollow to encourage physical activity and healthy lifestyles. It will enhance the meaningful experiences at Heritage Hollow, which is a memorable Adirondack vacation option for the people closest to Heritage Christian Services.

Excellus BlueCross BlueShield and the **Greater Rochester Health Foundation** supported the ColoRISE Workforce Equity and Inclusion Series, hosted by Eleversity, which help engage a diverse audience through innovation, creativity and authenticity to create powerful, high-quality educational opportunities.

Heritage Christian Services continues to be grateful for the support of the **Hoselton Foundation, Hoselton Auto Mall** and **Toyota USA**. The agency is honored by this continued partnership, which includes upgrading and modernizing homes to ensure people may age in place, maintain their quality of life, and experience compassion and comfort during end-of-life care.

M&T Bank has given support for the ColoRISE Workforce Equity and Inclusion Series and the eLearning Course Development Health Care Courses for Direct Support Professionals to assist in the advancement of our mission.



We are grateful to the **Walter Hubbell Employment Services Fund** and the **Rochester Red Wings** which, over the last eight years, have generated \$237,000 in support of our Employment Alliance.

Heritage Christian Services is honored to be a recipient of a grant from The **John R. Oishei Foundation** to support the Women of Color Summit and the ColoRISE Workforce Equity and Inclusion Series. This award will help engage a diverse audience through innovation, creativity and authenticity to create powerful, high-quality educational opportunities.

The **Webster Community Chest** awarded a grant to Heritage Christian Stables to provide children and adults with developmental and intellectual disabilities living in Webster the opportunity to experience horse riding lessons.

**MAKE A
GIFT TO
SUPPORT
HERITAGE
CHRISTIAN
SERVICES.**



Consider supporting the Heritage Christian Services Foundation.

Your donations support our essential work.

Visit:

HeritageChristianServices.org/Donate

or donate using Venmo:

@HeritageChristianServices.

MEMORIALS & HONORARIUMS

Often people will make a donation in memory of a loved one who has passed away. The agency sends the bereaved family a note of sympathy and informs them of the gift, without disclosing the amount. People also mark joyous occasions - like birthdays, anniversaries and weddings - by donating in honor of a friend or family member.

Sue Hoh, donor relations manager, can help you through the process. Call her at (585) 340-2045.

April 2021 - September 2021



Matula



Devello



Gardinier

Jeffery Matula, who was a fan of the Buffalo Bills, the New York Yankees, the Rochester Red Wings and the Beatles, savored the joys of laughter and friendships. He was 64 when he passed away in June.

Peter Devello, known for his humor and kindness, and for being a true gentleman with a big heart who held great love for his family, passed away in September at the age of 85.

Ann Gardinier, who passed away in September at the age of 54, leaves behind a legacy of love. She was known for her faithfulness and for having the gift of hospitality, and she loved her family and friends (and the Buffalo Bills and Buffalo Sabres) fiercely.

MEMORIALS

In Memory of Robert Aron
Delores Bielli

In Memory of Mary and Wesley Baumbarger
Paul Baumbarger

In Memory of Julie Bianchi
Drew and Jennison Bielemeier
Tracey Blatter

David and Donna Calman
Len and Bonnie Caron
Walt and Linda Chadbourne
Mary Ann Diraddo and Daniel Saintorge
Phil and Loretta Fedele
Philip Fedele
Susan and David Fischer
Rick and Jane Friscano
Marisa Geitner
Richard and Kathy Girvin
Michelle Labossiere-Hall and Scott Hall
Tim Hern

Michele Howard
Thomas and Karen Klingenberger
Lisa Kovel

Dennis and Eileen Kovel
Gina and John LeBerth
Amelia Liberti
Pasquale and Angeline Malizia

Erin Marcellette
Lorraine Marianetti
Lucy McCormick
Ann and Pat McCormick
Laure and Joseph McGinnis
Ann and Charles Meyer
Anthony and Frances Minniti
Ange and Pat Natale
Patrick Olivetto and Wendy Peters

Joan and Jim Parker
Gary and Madelyn Peste
Donna Phillipson
Amber Porpora
Jonathan Ritter and Karen Bianchi-Ritter
Christina Tolentino
Angela West
Corey Wild
Lillian Yeager
Nancy and Mark Zawacki

In Memory of Mark Bruinsma
Dr. Winabelle Gritter

In Memory of Laurie Byam's Birthday
Linda Byam

In Memory of JoAnn Caligiuri
Dr. and Mrs. Michael Caligiuri
Diana Fitzgerald
DiCarlo Family Charitable Foundation

In Memory of Thomas Carrier
Drew and Jennison Bielemeier
Jim, Louise, Kevin and Kim Brown
Richard Calcasola and Pelican Sound Golfing Friends
Bob and Myra Carrier
Norma Easley
Marisa Geitner
Michelle Labossiere-Hall and Scott Hall
HFL Manor School
Fourth Grade Team
Chuck and Deb Inclima
Cindy and Bill Lill
Constance Moffat
Joan and Jim Parker
Nancy and Mark Zawacki

In Memory of Gerald "Jerry" Cassin
Sharon Diehl

In Memory of Bob Cossaboon
Gloria, Michael and Jan Bansbach
Robert Pieters

In Memory of Bill Dischinger
Adolf and Virginia Imer

In Memory of JoAnne and Lance Dolliver
Louise Dolliver

In Memory of Jennifer Duncan Young's Birthday
Dick and Kathie Duncan

In Memory of Christopher Fugitt
Barbara Dillon-Fugitt
Marie Ginther

In Memory of Jennifer Fugitt
Barbara Dillon-Fugitt
Marie Ginther

In Memory of Michael Garcia
Sharon Pucher

In Memory of Joe Goodyear
Elaine and Nancy Tantalo

In Memory of Robert Gutberlet
Ed and Carol Seitz

In Memory of Vicki Hanson
Janice Aalberg
Fran Allen and Family
Drew and Jennison Bielemeier
Sue Biondolillo
Nicole and Cathy Bova
Joanne Case-Green
Deana Dedrick
Sara DeMuzio
The Dente Family

Marisa Geitner
Alice Gucker
Michelle Labossiere-Hall and Scott Hall
Adolf and Virginia Imer
Billie Kennedy
Joan Ketchum
Robert Ketchum
Bob and Dee Lucacci
Clara McIver
Joan and Jim Parker
Nancy Phillips
Vicki Phillis
Robert Pieters
Craig and Jelane Prothero
The Pukaite Family
Bill and Shirley Reber
Mary Rinere
The Rovezzi Family

Marcella Scalera Budd
Roger and Ardis Seashore
Mary Lynn and Arthur Smart
Curtis Stromstad
The Wasso Family
Mary Ellen Weber
Nancy and Mark Zawacki

In Memory of Walter Hausladen
Joan Hausladen

In Memory of Brian, Theresa and William Himmler
Lillian Himmler-Martin

In Memory of William Landon
Sue and Bob DeSarra

In Memory of Lillian Leone
Elaine Tantalo

In Memory of Betty Martin
June Bushfield

In Memory of Dan Matthaids
Beverly Collison
Joanne Greene-Blose
Carol Hardy
Adrienne and Worth Howard
Ron and Leigh Little
Henry Matheis
Bonnie Matthaids
Hubert and Audrey Velepec
Adrienne and Worth Howard

In Memory of Jeff Matula
Drew and Jennison Bielemeier
Marisa Geitner
Alice Gucker
Michelle Labossiere-Hall and Scott Hall
Joan and Jim Parker
Patricia Parks

Marc Smith
Nancy and Mark Zawacki

In Memory of Ann Mazzarella
Adolf and Virginia Imer

In Memory of Mary Ann Miller
Bob and Dee Lucacci
Kathy Van Voorhis

In Memory of Cynthia Musso
Rita Doerr
Lois Kendrick
Lillian Yeager

In Memory of David Nenno
Shirley Meston

In Memory of Laurie Otto
Eunice Vanderlaan

In Memory of Jackie Sue Overmyer
Colleagues and friends in the CSEA Communications Department: Mark, Mat, Janice, Joelle, Jill, Beth, Wendi, David, Jess, Therese and Nick

In Memory of Damon Pickering
Drew and Jennison Bielemeier
Joan Brylinski
Chuck and Carole Ann Collard
Daniel and Donna Conley
Marisa Geitner
Michelle Labossiere-Hall and Scott Hall
Joan and Jim Parker
Nancy and Mark Zawacki

In Memory of Marie Pieters
Fran Allen
Gloria, Michael and Jan Bansbach
Robert Barnett
Drew and Jennison Bielemeier
Becky Bivone
Richard and Sandra Boerman
Theresa Brechue
Jim, Louise, Kevin and Kim Brown
Coleen and Richard Campbell
Irene and Ted Caporale
Jillian and Michael Carter
Joanne Case-Green
Angela Cataldi
Lee Chapin
Barb and Jonathan Clark
Kim and Tim Clark
Chuck and Carole Ann Collard
Linda Conlin
Diane and Terry Cotton
Kelly and Brett Crow
Al and Jackie DeCook
Samantha and Michael DeMart
Sue and Bob DeSarra
Joyce and Gary Drzewiecki
Norma Easley
Doug and Gloria Fisler
Patricia Ford
Gloria Forgione
Walter Fort
JoAnne Frelier
William and Geraldine Gamble

Marisa Geitner
Alice Gucker
Carrie and Todd Gunther
Michelle Labossiere-Hall and Scott Hall
Steven and Greer Hanson
Debbie and John Hastings
Maureen and Chris Hellesms
Fred and Margaret Henssler
James and Mary Holleran
Adolf and Virginia Imer
Nancy Johnson
Joan Jones
Kyle and Kim Kennedy
Jane and Kitch Kitchenman
Betty Kruchinsky
David and Marie Kudla
Anne and Glenn Lever
Ron and Leigh Little
Anne Longo
Laura Lowell
Bob and Dee Lucacci
Ruth Machiele
Bonnie Matthaids
Robert and Mary Ellen McDowell
Diane Miller
Anna Mulcahy and Scott Mulcahy
Carl and Catherine Ormsbee
Joan and Jim Parker
Matthew and Laurel Parrilli
Maureen and Dan Phillips
Marian Pieters
Robert Pieters
Dr. and Mrs. Donald Pulver
Wendy Quarles
Bill and Randi Rhinehart
Mary Rinere
Jacalyn Ruggieri and Kevan MacGee
Sam Sayre
George-Ann and Carl Schaufefe
Ed and Carol Seitz
Fred and Kitty Siegel
Mary Lynn and Arthur Smart
Tom and Gail Smithers
Olga Strilec
Douglas and Vicky Struyk
Elaine and Nancy Tantalo
Donna and John Thesing
Donna Thompson
Charles and Marian Turner
Donald and Nancy VandenBout
Mary Ellen Weber
Marge Wiggins
Tom and Judy Wolbert
Nancy and Mark Zawacki
The DDAWNY Family Committee
Rochester/Finger Lakes Area
Friends from TGV Studio
Friends from Crystal Pix Inc.
Friends from Southco, Inc.

In Memory of Phil Slater
Michael and Nancy Bonanza
Sue and Bob DeSarra
Rick and Jane Friscano
Alice Gucker
Ellen Lindahl
George and Donna Schudel
Ron and Diane Steszewski

In Memory of Linda Soyars
Ernie Wolf

In Memory of Concetta Speranza
Angela Cataldi
Mary Rinere

In Memory of Chuck and Marge Taylor
Cherilyn Eckley

In Memory of Patricia Tumminelli
Adolf and Virginia Imer

In Memory of Jimmy Vander Linden
Jean and John VanderLinden

In Memory of The Rev. Dr. James Vanderlaan
Eunice Vanderlaan

In Memory of James Wengender
Bernie and Nancy Williams

In Memory of William Wickens
John and Patricia Feola

In Memory of Frances, Howard and Sandra Wissick
Howard McGinn

In Memory of Melissa and Anne Wolf
Fred and Barbara Joyner
Douglas Wolf

In Memory of Bernard Zeifang
Adolf and Virginia Imer

HONORARIUMS

In Honor of Daniel Behnfeldt
Carla Behnfeldt

In Honor of Robert Bonferraro
Randy Bonferraro and Cara Lynch

In Honor of Anne Brett's Birthday
Marisa Geitner

In Honor of Samantha Bunce
Ray and Ginny Hohl
Michaelen Pamukcoglu

In Honor of Nancy Cataldi's Birthday
Michele Howard
Mary Rinere

In Honor of Michael Cavanaugh
Eileen Cavanaugh and Peter Asselstine
Ann and James Finger

In Honor of Sophia Cierzo
Thomas Cierzo and Family

In Honor of Lisa Dann
Ray and Margaret Dann

In Honor of Amanda DiCarlo
Dawn DiCarlo

In Honor of Matthew Ford
Pauline Fitzpatrick

In Honor of Matt Ford's Birthday
Ann Harrington

In Honor of Kris Garcia's Birthday
Marisa Geitner

In Honor of Libbie Hard
Deborah Hard

In Honor of Drew Hoselton's Birthday
David and Coralie Hoselton

In Honor of Stephen Jones
Richard Casey

In Honor of April Korn and the Staff at Osage Trail
Patty Clark
Karen Collins
David Kaveny
Ann Hinrichs

In Honor of David Loughborough
Peter and Betsy Webster

In Honor of Sanjay Mathur
Adrienne and Tyler Daniels

In Honor of Benjamin McClure
Lauren and Paul McClure

In Honor of Michael Montileone, Jr.
Michael and Laurel Montileone

In Honor of Debby Murphy
Diane Parke-Potter

In Honor of Kelly Nash's Birthday Run
Manuela Bussler-Sweeney and Tom Sweeney
Allison DiMarco
Katie Dukes
Jennifer Gaudino
Margaret Keefe
Luz Lee
Sarah McDonnell
Kelly and Chris Nash
Marian Bauman-O'Dell and Scott O'Dell
Adrianna Schubmehl
Bonnie Smith
Cathie Trabucco

In Honor of Laura Nenzo
Shirley Meston

In Honor of Carly and Maci Reich's B'Not Mitzvah
Frima and Bob Ackerhalt
Robert and Judith Alessi
Mark Annal
Fern Bernstein
Jennie Broder and Barbara Whitlow
Rachel Brown
Michael and Susan Bruckheimer
Leah Burger
Brenda Comisar
The Crane Family
Maureen Fagin
Heather Geoca
Leah Goldman

Scott Hendler
Harvey Horowitz
Zena Hyman
Rich and Ellen Kayton
Michelle Keilman
Sandra Kobel
Rina and Mark Kotok
Suzanne Laese
Katherine Lanning
Jeanne Laudenberg and Harold Mersky
Bruce Leader
Alan Linsky
Jeffrey and Lois Linsky
Christiane Linsky
Margaret McLean
Abby Milliman
Janie Polk
Michael Rappaport
Rebecca and Marc Reich
Edward and Elinda Reich
Matthew Reich
Rahul and Dhruvi Renjen
Marsha Rosenthal
Shellie Rutstein
Jill and Mark Sansouci
Abby Scheer
Kenneth and Michelle Schlafer
Barbara Seiden
Karen Shughart
Dan Shulman
Marcia Spero
Lisa, Aaron, Samara & Doran Steinfeld
Samara Strycker
The Trumble Family
Donna Wolfson
Larry and Mary Yonovitz
Steve Yonovitz
Iris and Joseph Zackheim
Sami Zapata-Bermudez

In Honor of Mickey Ritzenthaler
Francis and Margarita Abbey

In Honor of Vincent Santino's birthday
Bill Santino

In Honor of Christian Seymour
Patricia Duffy

In Honor of the 1450 Shoecraft Staff, Nursing and Maintenance
Eileen Farlow

In Honor of John Swan's Birthday
Laura Collins
Beth Kasprzyk
Richard Mazgajewski
Carole Morden
Joan Roll-Anderson

In Honor of Robyn Swan's Birthday
Mary Hirner

In Honor of Beth Taylor
Cherilyn Eckley

On Behalf of our Wedding Guests in Lieu of Favors
Mr. and Mrs. Michael and Adriana Thaney

In Honor of Deborah, Christopher, Alex and Ben Trageser
Reverend Robert Bourcy

In Honor of April Ward
Vicki and Bill Ward

In Honor of George Webster
Peter and Betsy Webster

In Honor of Mike Wolf
Rebecca and Kevin Weber



Trina Hazell



Glenn Jackson



The Right Right Now Symposium.

Every October, National Disability Employment Awareness Month celebrates the contributions of people with disabilities to America's workplaces. In conjunction with NDEAM, Eleversity hosted an online version of its Right Talent Right Now symposium, with its focus on diversity and equity in the hiring process.

The event brought together business leaders and hiring managers to explore solutions for the unusual hiring situation of 2021. The unemployment rates for people with disabilities and many minority populations are at alarming levels, while businesses struggle to fill job openings and find the right talent, right now. This event featured two key presenters, Trina Hazell and Glenn Jackson.

Hazell is the founder of the Voices of Power advocacy group and the Disability Champion Mentoring Network. Jackson is the chief diversity officer at M&T Bank, responsible for advancing M&T's efforts in promoting diversity, equity and inclusion for all.

Find out more at Eleversity.org/RTRN. †

EXPRESSIVE BEGINNINGS IN WEBSTER GETS A NEW DIRECTOR



Emma Harden



Austin Snyder

Expressive Beginnings Child Care in Webster promoted Emma Harden to director of early childhood and Austin Snyder to school-age director.

Harden began at Expressive Beginnings as a preschool teacher and holds an associate degree from Finger Lakes Community College. She is continuing her education through SUNY Oswego majoring in psychology. Harden says, "I am determined to provide a joyful, loving, diverse and safe environment for all children and employees."

Snyder began as a preschool assistant teacher and holds a physical education degree from the College at Brockport. Snyder shares, "Shaping the hearts and minds of our next generation is such an important job."

We welcome the directors to their new positions as they shape the essential work being done at Expressive Beginnings. †

Many Hands, Many Hearts

A Heritage Christian Virtual Celebration

7 p.m. Wednesday, Nov. 3



Tune in to a live celebration on our Facebook page where we'll present the 2021 Heritage Christian Services awards.

Watch at Facebook.com/HeritageChristianServices

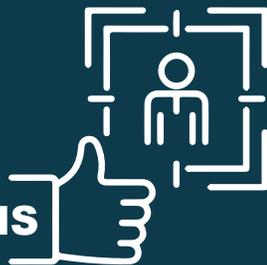
HERITAGE HIGH FIVE



There has been a **430% INCREASE** in recognitions sent through the Heritage High Five platform year-over-year.



13,380 RECOGNITIONS
sent between June 2020 and June 2021



82%
of full time employees have received *at least* one recognition

More than **50%** of staff members in leadership positions sent *at least* four recognitions per month



Heritage Christian staff members can recognize a co-worker by visiting **HeritageHighFive.org**.



Community members can recognize a Heritage Christian staff member by visiting **HeritageChristianServices.org/HighFive**.

The latest High Fives

For: Kathy Schlafer
From: Ginger Guyer

“Thank you Kathy for your commitment and dedication to the folks at Winton. You bring so much heart in what you do! Thank you for assisting Karen in having a birthday that was important to her. You have been an unwavering and constant in their lives. You are family!”

For: Tajae' Nelson
From: Alan Strauss

“I would like to congratulate Tajae' Nelson on her promotion to Assistant Manager of Goodrich Day Hab! The leadership and communication qualities that Tajae' displays will be a great asset for our team!”

For: Thomas J Walsh
From: Cindy Robertson

“I don't even know how to thank you for all that you do at Jefferson. You always seem to be helping one or more of the individuals who live here or you are helping me with one computer issue or another. You always come through. You change your hours as needed to accommodate whatever the need is to keep the house staffed. You know so much about the med room and are always helping with everything in the med room too. You are a perfect example of what a team player should be and I want to recognize you for that. I am thankful beyond words that you came back to Jefferson.”