

DUVALL HOMES



Since 1945

Duvall Homes 2017 Spring Newsletter

A MESSAGE FROM DUVALL HOMES' CHIEF EXECUTIVE OFFICER

Dear Friends of Duvall Homes,

As Duvall Homes remains committed to tailoring its programming around person-centered planning and community-based models, together with my leadership team and hard-working staff, we began 2017 with meeting several past objectives, and by setting a host of new initiatives.

Inside this newsletter you'll read about our latest activities; *browse* our newly designed user-friendly website that debuted in February; and learn about our transition to Microsoft Office 365 (Cloud) in an effort to work as a team more efficiently.

Also in this issue is a report on the efforts to raise the profile of our Direct Support Professionals (DSPs) who provide vital assistance in caring for our residents. To sustain this critical workforce they must first be recognized at the state level for the valuable work they do. Only then can we reach our goal of increasing the size of the DSP workforce for the benefit of all who are developmentally disabled.

Because of the support of our families, friends, community partners and churches, those in our care are able to participate in beneficial, comprehensive programming at the Opportunities Enrichment Center, in the group homes and throughout the community. Whether by delivering meals to home-bound seniors or endorsing their own paychecks earned from completing contracted skilled work, all programming focuses on developing personal, vocational and social life skills that will help participants achieve the highest level of independence and the greatest level of engagement in society.

After reviewing the stories that follow, we invite you to visit our new website at DuvallHomes.org to peruse additional stories that showcase our growth and success. We know you'll be inspired! It is no accident that we call our annual fundraiser the *Inspiration Gala*. Be sure to save the date Friday, September 29, 2017, for this year's event, and take the "I'm In" pledge by reserving your table, or seat, early. Learn more at ImInspired.org.

Best wishes,



Steven C. DeVane
Chief Executive Officer



Learn about the **ImInspired** heart on page 8.

BOARD OF REGENTS

Robert Walsh, Chair
*Growth & Resource Management
Project Manager,
Volusia County*

Michael Rinaldi
*Assistant Vice President,
Financial Manager
Gateway Bank*

Charles Kron
*Superintendent (Retired)
Ohio Public Schools*

Randy Marshall, Vice Chair
*Attorney at Law
Marshall Law Office*

Michael Ugarte
*Chief Financial Development Officer
Halifax Humane Society*

Stephanie Carinci, MD
*Central Florida
Neurological Consultants*

Lisa Ogram, Secretary
*Associate Director
Merrill Lynch-Wealth Management*

David Luck
*Chief Executive Officer (Retired)
ABC Supply Co., Inc.*

EXECUTIVE TEAM

Steven DeVane
Chief Executive Officer

Juleith Webster
Chief Quality Assurance Officer

Marsha Shankleton
Chief Operating Officer

Elizabeth Bhimjee
*Chief Marketing and
Development Officer*

Karen Kummerer
Chief Financial Officer



On the cover: Duvall Homes' Adult Day Training participants deliver meals for the Council on Aging's Meals on Wheels (page 7).

TABLE OF CONTENTS

| | |
|--------------------------------|-----------|
| News | p. 3 |
| Sustaining a Vital Workforce | p. 4, 5 |
| Opportunities Enrichment Cntr. | p. 6, 7 |
| Save the Date / Ways to Give | p. 8, 9 |
| Duvall's New Website | p. 10, 11 |
| Bargain Stores | p. 12 |

If you have any questions pertaining to this publication, or would like to receive it electronically, please contact **Lisa Habermehl, Director of Marketing**, at Lhabermehl@DuvallHomes.org or 386.734.2874 x116.

Welcome New Board Member

Duvall's Board of Regents welcomes Stephanie Carinci, MD, from Central Florida Neurological Consultants.

Our Philanthropy Day Champion

December 12, 2016, The Association of Fundraising Professionals (AFP) celebrated National Philanthropy Day at Oceanside Country Club in Ormond Beach to recognize agency champions from non-profit organizations across Volusia/Flagler Counties. Duvall Homes honored Kay Laws. Read the full story at DuvallHomes.org by clicking on *News & Events*.



Kay Laws (in blue) is the 2016 AFP Champion Recipient with, left to right, Duvall Homes' Chief Marketing & Development Officer, Elizabeth Bhimjee; Board of Regents Member, Michael Ugarte; Steven DeVane, CEO; and Board of Regents Chair, Rob Walsh.

Valentine's Day Celebration at ADT

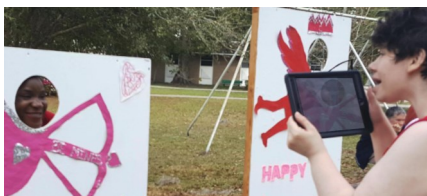
Participants of Duvall Homes' Adult Day Training (ADT) Program enjoy an outdoor Valentine's Day celebration February 14 complete with a photo board, refreshments, music and dancing under the perfect balmy Florida skies.



ADT Support Specialist Laytoyia prepares refreshments for a Valentine's Day Celebration.

Photo board images were captured by ADT Support Specialists and participants using iPads as part of Duvall's

curriculum to develop communication skills and broaden knowledge in technology at its Opportunities Enrichment Center. This form of programming provides essential learning tools used to encourage participants to engage so-



cially and is especially effective for participants who are non-verbal communicators. The iPads were purchased for ADT following the award of the 2015 Greenfeather Grant from Stetson University.

Community Grants Awarded to Duvall

Duvall Homes recently received a \$2000 grant from the United Way's Women's Initiative of Volusia-Flagler Counties and a \$1000 *Helping Hands in the Community* Grant from The Allstate Foundation. Both organizations awarded the monies in support of Duvall's Art...For Everyone Program. The group of women at the United Way help change the lives of others in the community with much-needed financial support, while the award



Left, Rosevear with Elizabeth Bhimjee from Allstate was facilitated by Allstate Agent Nanette Rosevear as a direct result of her many hours of service to Duvall Homes.

A Visit from RESPECT of Florida

Ryland Musick, the Executive Director from RESPECT of Florida, a nonprofit program operated by Florida's Association of Rehabilitation Facilities, pays a visit to Duvall Homes and gets a tour of the Glenwood campus and Opportunities Enrichment Center.



Left to right, Ryland Musick, RESPECT Executive Director with Duvall's Valerie Dawson, ADT Supervisor; Steven DeVane, CEO; Shirley Zonneville, ADT Director; and Tim Nelson, ADT Supervisor.

Service Hours in Honor of Developmental Disability Awareness Month

Last month, four freshman from Father Lopez High School in Daytona Beach gave up part of their weekend to sand, prime and paint several benches along the garden walk on Duvall's Glenwood campus. The girls plan to return soon!



Instruments of Healing

Duvall was fortunate to have Lauren Baucum, an enterprising School of Music major from Stetson University, reach out to us to ask if we were interested in having student-musicians perform for our residents. What followed was a wonderful performance in March by a highly proficient group of nine music majors ranging from freshman to senior. Playing keyboards, string and wind instruments, they entertained a large group that filled our chapel. The heartfelt enthusiasm was reciprocated when students heard some residents singing along. Look for the full story in the future as additional concerts are scheduled for the coming months.





SUSTAINING A VITAL WORKFORCE: RAISING THE PROFILE OF DIRECT SUPPORT PROFESSIONALS

For the past year, Duvall Homes CEO, Steven DeVane, has been laser focused on making a change for the betterment of not just the intellectually and developmentally disabled (I/DD) at Duvall Homes, but for all I/DD in Florida, and quite possibly many other states.

Today, there are approximately 30,000 individuals with I/DD served by Florida's iBudget Waiver who require direct support assistance in to order to live, work and volunteer in their communities. Unfortunately, since 2008, there has been a 35% drop in the number of providers offering this assistance. In addition to the challenges of a low reimbursement rate and the low compensation wage in Florida, iBudget regulations have also required newly hired staff to possess a minimum of one-year paid experience working in the specific type of occupation for which they are being hired. On the surface, this may appear to make sense; in reality, this has created many barriers.

"For years, this state policy made it extremely challenging for us to attract entry level staff and provide on-the-job certified training to cultivate and inspire a workforce of Direct Support Professionals

(DSP) eager to serve our population," said DeVane.

Although low turnover at Duvall contributes to our success, (the average Duvall employee has worked here for more than 10 years), the need for additional DSPs, or Resident Assistants, continues to rise as the iBudget Waiver waiting list continues to grow and our residents continue to age and require additional services. Adding to this need is the fact that the healthcare industry has the third highest job-opening rate of 20 other indus-

Personal Care Aides

Percent change (growth) in employment, projected 2014 - 24

Personal Care Aides

Incl. Direct Support Professionals

26%

Total, All Occupations

7%

U.S. Bureau of Labor Statistics, Employment Projections Program [Fig. 1]

tries, and that employment of personal care aides for all populations, including DSPs, is projected to grow 26% over the next seven years – 19% faster than any other occupation. (Department of Labor, 2014, Fig. 1)

In 2015, The National Core Indicators (NCI), a voluntary coalition of agencies similar to Duvall, conducted a survey in collaboration with the Human Services Research Institute and National Association of State Directors of Developmental Disabilities Services, and determined the “acute DSP workforce crisis is severely challenging disability service providers across the country,” and found the “average turnover and position vacancy rates was a high 45%” for 17 states surveyed. There are many contributing factors for this, and the one-year specific experience mandate and inadequate state funding, do play significant roles.

While Florida was not included in the NCI study, Duvall Homes’ CEO recognized this growing “vacancy rate” issue was a common trend among providers across our state. Partnering in accord with the Florida Association of Rehabilitation Facilities, he has been devoted to transforming this complicated regulation not just for the survival and prosperity of Duvall Homes, but for the greater good of all agencies providing essential services to adults who are developmentally disabled.

“So we have set out to petition the State to change or amend the one-year experience rule to allow us to hire staff with non-specific experience and train them on the job,” said DeVane. “I am pleased to report that Florida’s Agency for Healthcare Administration and Agency for Persons with Disabilities have agreed to this initiative and are now in the process of amending the guidelines.”

As a result of this extraordinary milestone, DeVane is leading yet another initiative to create a standard classification for DSP workers, which currently is only a footnote in the Department of Labor’s Occupational Outlook Handbook under all personal care aides. “Direct Support Professionals are our frontline staff,” added DeVane. “They provide specialized direct care every day, all day, provide physical care, teach life and job skills, and advocate for those we support to live self-determined lives in their own communities. Ensuring there is standard classification specific to this indispensable position is the first step in a process to bring recognition for the current and growing need.”

Because DSPs have been largely unrecognized with no standard job description or pathway to career advancement, they have been overlooked in the mainstream healthcare workforce discussion, and, as a result, wages and reimbursement rates have remained low. DeVane acknowledged that while there has been additional federal and state dollars assigned to departments overseeing the care and funding of I/DD persons, “it’s inconsequential if one doesn’t have the workforce to manage and execute the care that’s being funded.”

Together with his leadership team, and allies in the industry, Steven DeVane will continue to work toward increasing and recognizing our most valuable workers for their own benefit, and, ultimately, for the benefit of those in their care so they can continue to get the most that life can offer. *To read other DSP Workforce news, visit DuvallHomes.org/News-Events.* ♦

Direct Support Professionals (DSPs) are caregivers who are responsible for assisting in, and reporting on, the coordination and supervision of residential services for individuals with developmental disabilities.

Training First 90 Days Post Screening/Background Check : CPR, First Aid, Abuse & Neglect, Client Rights, Electronic Health Records, Behavior Management & Support, and Certified Medication Administration & Validation





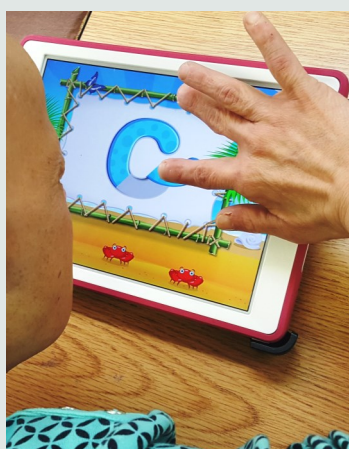
Job Skills, Employment & Financial Literacy

After fulfilling obligations associated with regularly contracted work for MBI, an innovative INC 500 print and mail company in DeLand, FL, participants of Duvall's Adult Day Training (ADT) program endorsed their paychecks at Fifth Third Bank. With the support of Fifth Third management and ADT Support Specialists, participants gain greater financial literacy and a sense of empowerment. *For questions about Adult Day Training, contact Shirley Zonneville, ADT Director, at shirleyz@DuvallHomes.org or at 386.734.2874 x103.* ♦

Opportunities En

Empowering People at Duval

Developing Augmentative & Alternative Communication



Improving Self-Expression with Language Builders





Volunteering for the Council on Aging

Duvall takes part in collecting and distributing hot and cold lunches and weekend meals for the Council on Aging's Meals on Wheels every week. They visit the meal preparation center in DeLand and disperse the meals to approximately five or six home-bound residents in West Volusia. One recipient was brought to tears by the special deliveries as she had worked with special needs individuals, professionally and personally, for several years. ♦



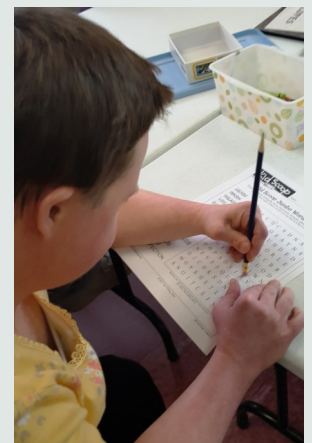
richment Center

Homes' Adult Day Training

Exploring Current Events



Advancing Vocabulary with Flash Cards & Word Find



SAVE the 3rd ANNUAL DOTE

FRIDAY, SEPTEMBER 29, 2017

For Duvall Home's

INSPIRATION GALA



Fine Cuisine



Surprise Musical Guest



Continuous Inspiration



We would like to know what inspires you about Duvall Homes.
Let us know at Marketing@DuvallHomes.org or by calling 386.734.2874 ext. 116
To learn more, visit ImInspired.org

Your Help Always Makes A Difference

During National Developmental Disabilities Awareness Month (March 2017), Duvall Homes kicked off a Furniture Replacement Fundraiser with the focus on replacing worn chairs (indoor and outdoor) in the Opportunities Enrichment Center and aged furniture in some of our Group Homes.

Just the way your home or office requires new furnishings from regular wear-and-tear, so do the living and educational spaces used by those in our care. All donations are appreciated: \$35 will buy one chair, \$70 two, \$140 four... a larger amount could replace a living room recliner or couch in a Group Home.

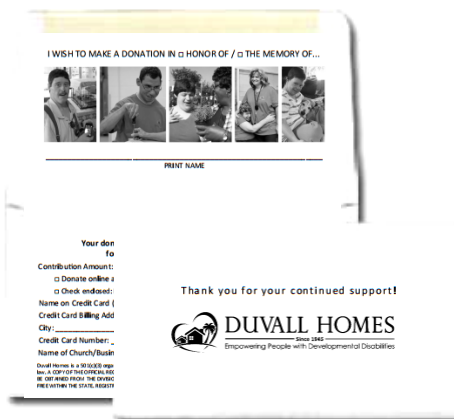
Make a donation and have your name entered in a drawing for a special gift basket of original works of art created by individuals in our Art...For Everyone Program.

You can donate several ways:

1. Visit the new Duvall Homes' website at DuvallHomes.org and click on the **Donate** button on the homepage or under the **Get Involved** dropdown menu, or simply by visiting DuvallHomes.org/Donate.
2. Donate by calling 386.734.2874 and we can take your credit card information by phone.
3. Donate by mail by sending your check payable to Duvall Homes using the remittance envelope inside this issue for your convenience.
4. Drop off your check the next time you visit the administrative offices at 3395 Grand Avenue in Glenwood.

When you make your gift, please be sure to notate that it is for the **Furniture Replacement Fundraiser**.

Thank you for your support and generosity. Please reach out to **Elizabeth Bhimjee**, Chief Marketing & Development Officer, by calling her at 386.734.2874 x102 or emailing her at ebhimjee@DuvallHomes.org with any questions. ♦



Ways to Give

All gifts have an immeasurable impact on the lives of Duvall Homes' residents and enable us to deliver excellence in care and comfort to our disabled population. As we seek to provide the highest quality of life and greatest level of independence for our residents, remember, your help always makes a difference.

Annual Fund [Areas of Greatest Need]
Opportunities Enrichment Center [ADT]
Employee Recognition
Friendship Society
Honor a Friend or Loved One

Houses to Homes Fund
Matching Gifts
Naming Opportunities
Planned Giving | Leave a Legacy
Volunteer

For your convenience, Duvall Homes' new website, DuvallHomes.org, outlines all **Ways To Give** under specified tabs and pages. Giving online has never been easier. Our staff can also assist you in establishing your own fund, donating to an existing fund, or leaving a legacy through planned giving. Let us handle the administrative details and help direct your gift toward the area of greatest impact that matches your interest. For more information, visit DuvallHomes.org/Get-Involved. ♦

Creating Your Own Fundraiser

Jim & Sally Salyer from Kissimmee, FL, have been holding a Soup



Fundraiser for 10 years in support of Duvall after learning about us through their church. "Soup expenses are donated by neighbors. Without their helping hands, I wouldn't be able to do this," said Sally, who lost Jim this past November. "I'm proud to say we raised



\$316 this year. Thank you Duvall for the work you do." Sally, we thank YOU!

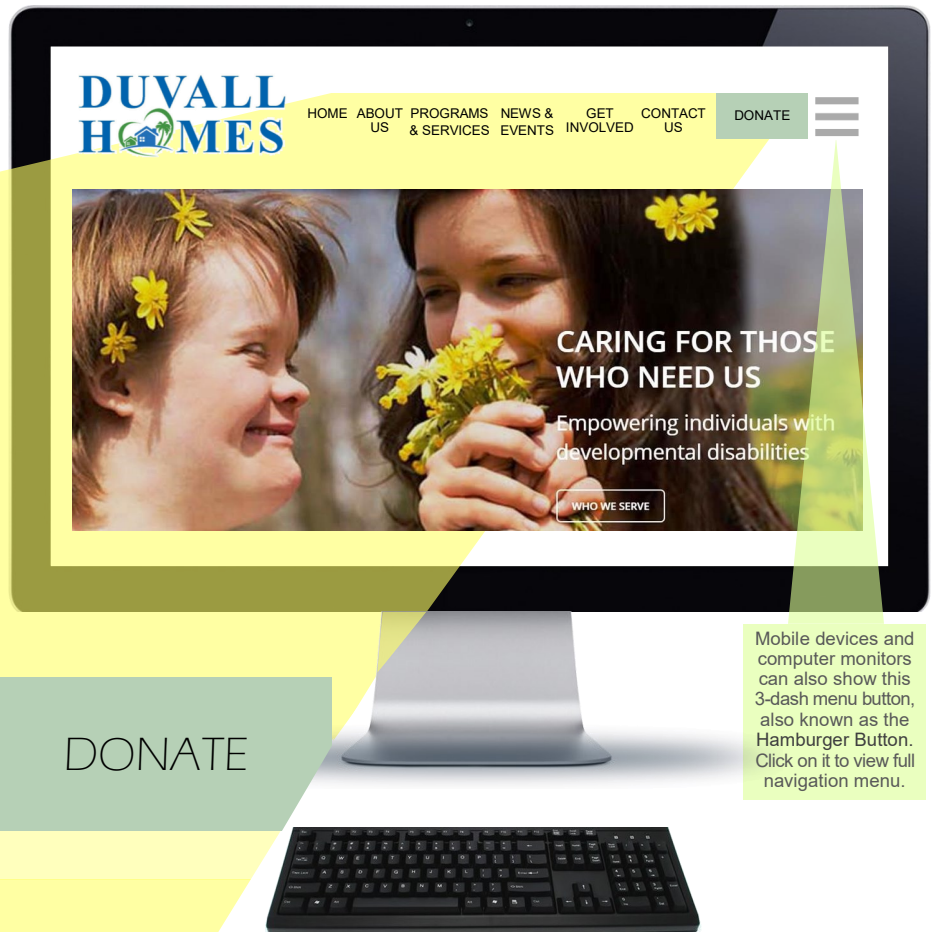
Navigating Duvall Homes' New Website DuvallHomes.org

“ During the past year we made a commitment to redesign our entire website to better reflect the exciting things going on at Duvall Homes. It has been a long process to integrate hundreds of virtual pages of code, and the final product is now more user friendly and informative. In addition to cost savings, a primary goal was to make the website adaptive for viewing on a variety of devices, including desktop computers, laptops, electronic notebooks and mobile phones to engage more viewers. The new website, along with our increased engagement on social media, like Facebook and Twitter, is a continuing work in progress. Thank you for visiting DuvallHomes.org and for staying connected with us on social media.”

Elizabeth Bhimjee,
Chief Marketing & Development Officer

For website questions, contact Lisa Habermehl,
Duvall Homes' Director of Marketing, at
lhhabermehl@DuvallHomes.org
386.734.2874 x116

| HOME | ABOUT US | PROGRAMS & SERVICES | NEWS & EVENTS |
|--|--|--|-----------------------|
| Our Philosophy: Who We Are, Who We Serve, How We Shine | Who We Are | Overview | Latest News & Events |
| Fast Buttons Admissions, Services, Careers, Donate | Who We Serve | Residential Services | Inspiration Gala |
| Duvall Homes at a Glance | History | Adult Day Training | Duvall's Newsletters |
| Your Support Empowers Others | DeLand Area / Community Resources | Art For Everyone / Art Gallery | Join Our Mailing List |
| News & Events Latest Press Releases and Events | Admissions / FAQs [Frequently Asked Questions] | Technology | |
| Social Media Links Facebook, Twitter and YouTube | Leadership Team | Community Outreach / Volunteering | |
| Nonprofit Federal, State and County Agencies | Board of Regents | Every individual navigates a website differently, thus the reason for some redundancy, or cross-linking, in specific areas of interest. This also contributes to other factors that push our visibility on the world wide web. <i>Navigation headers and sub-headers may slightly modify with time.</i> | |
| Duvall Homes Contact Information | Duvall's Newsletters | | |



Mobile devices and computer monitors can also show this 3-dash menu button, also known as the Hamburger Button. Click on it to view full navigation menu.

GET INVOLVED

CONTACT US

DONATE

Ways to Give

Contact Us

How Your Gifts Work

Bargain Stores

Friendship Society

Careers

Planned Giving

Volunteer

Inspiration Gala

Our Caring Supporters

Donate

Saving Time & Money

Duvall Homes shifts to MS Office Cloud

“ Last year we were faced with the decision to pay upwards of \$15,000 in order to maintain centralized network programming on our own server. After researching all our options, we transitioned to the reliable and secure Microsoft Office 365 on the virtual *Cloud*. There are numerous benefits outlined below, and the best one of all: It was free! ”

*Karen Kummerer,
Chief Financial Officer*



Benefits of MS Office 365 One Drive on the Cloud

- ◆ Unlimited Storage
- ◆ File Organization
- ◆ Real-Time Collaboration
- ◆ Administrative Independence
- ◆ Off-Site Accessibility
- ◆ Time Saved Reporting
- ◆ Continuous Backup
- ◆ Secure & Reliable
- ◆ Free to a Nonprofit 501(c)3

Encryption and standard security procedures are practiced to ensure confidentiality.



3395 Grand Ave. P.O. Box 220036
Glenwood, FL 32722
386.734.2874 888.445.4722
DuvallHomes.org

Presort Standard
U.S. Postage Paid
Non-Profit
Permit 50
32130

DUVALL HOMES

SINCE 1945



BARGAIN
STORE

DAILY DISCOUNTS

SHOP. DONATE. VOLUNTEER.
DUVALLHOMES.ORG

What Customers Are Saying

“

I shop at Duvall's Bargain Store often. The store employees are very polite and helpful.
- Tammy G.

The layout of items make it so easy to shop. I would recommend this store to anyone.
- Elizabeth G.

I never leave empty-handed no matter what I come for... I love the book area.
- Linda C

”

TWO LOCATIONS

DELAND: 642 W. New York Ave.

DELTONA: 1200 Deltona Blvd.

HOURS: Mon to Sat. 9 a.m. to 5 p.m.

DONATIONS: Pickups for most items can be arranged by calling 386.734.2874

DuvallHomes.org/Bargain-Stores