



the bizBUZZ

A YVEDDI Quarterly Newsletter Publication for Staff

JULY
AUGUST
SEPTEMBER
2018

Mission Statement

Dedicated to improving the lives of individuals and families in Davie, Rowan, Stokes, Surry, and Yadkin Counties through a variety of programs and partnerships to build stronger communities."

A BIG Thank You to everyone that came out to support the 1st Annual Car Show & Live Band event that was held on April 21st.

A Special Thanks to the Board Members and employees that helped make this event a success.

We raised over \$8,000.00

All proceeds benefit the YVEDDI programs.



YVEDDI

P. O. Box 309

533 N. Carolina Ave.
Boonville, NC 27011

Phone (336) 367-7251

Fax (336) 367-3637

www.yveddi.com



YOU ROCK!

YVEDDI Community Transportation Program Employees of the Month “YOU ROCK” Awardees: April 2018

APRIL 2018

GRAYSON BOLES - Maintenance Coordinator

Grayson was recently promoted to the position of Maintenance Coordinator where he singlehandedly manages the YVEDDI vehicle fleet consisting of 62 assorted transportation vehicles and associated equipment valued at over \$2.5M. He conducts periodic maintenance on wheelchair lifts and installs video camera recording hardware saving YVEDDI well over \$10,000 annually. Grayson ensures our drivers and clients are provided with safe, reliable transportation and ensures compliance with Federal Transportation Administration and North Carolina Department of Transportation guidelines.

KATHY HICKS - Reservations Supervisor

During severe manpower constraints throughout YVEDDI CTP operations, Kathy successfully developed trip manifest and schedules for a four county operation affecting 53 drivers traveling thousands of miles across our area of operation. Her attention to detail ensured our clients had prompt and reliable transportation services each day. Her resourcefulness in manipulating the transportation scheduling software and forward thinking enabled YVEDDI CTP to meet all of our client's transportation needs and reflects great credit upon her abilities and her dedication to the YVEDDI mission.

LINDA WATKINS, Driver, Stokes County

ROGER WILLARD, Driver, Stokes County

YVEDDI CTP experienced severe manpower shortages due to client demand and employee absenteeism. This resulted in many drivers having to work excessive overtime. Specifically, Roger contributed 65.75 hours of overtime and Linda experienced 63.25 hours of overtime during the month of April. All of this was done without recording any absences. Because of their dedication to the YVEDDI mission we were able to successfully meet our client's transportation needs throughout Stokes County. Their dedication to our mission sets the example for others to emulate.

I'm Not Here to Be Average, I'M HERE TO BE AWESOME



Employee
of the
Month

YOU ROCK!

YVEDDI Community Transportation Program Employees of the Month “YOU ROCK” Awardees: May 2018

MAY 2018

SANDRA JOHNSON - Driver, Davie County

MICHAEL MCCOLLUM - Driver, Yadkin County (serving as Monitor)

While transporting clients with the Davie County School System, Sandra (Driver) and Michael (Monitor), witnessed the beginning stages of a client's seizure. Sandra safely maneuvered her vehicle to a safe location while Michael tended to the client. After calling 911 and notifying YVEDDI CTP Dispatch, Sandra and Michael successfully maintained positive control of the remaining passengers and tended to the seizing child until Emergency Medical Services arrived. Their quick response helped speed advanced medical treatment to the child and ensured the safety of all other passengers on-board. It also enabled rapid notification to the child's guardian and school officials, as well as prompt notification to other students' parents of the delayed drop off of their children. The medical emergency resulted in the exposure of bodily fluids which required immediate sanitation and clean-up. Sandra and Michael met all Occupational Safety and Health Administration requirements in disposing of all bio-hazardous materials to ensure the safety of all future clients and employees.

NOTE: Community Transportation Employees are recognized via nomination from their supervisor or through direct observation of outstanding performance by the Operations Manager.

YVEDDI RSVP Volunteer Appreciation and Awards

April 19, 2018



April is National Volunteer Recognition Month, and on Thursday, April 19, the YVEDDI Senior Services team assisted the RSVP program and Missy Whitaker, RSVP manager, in recognizing the 172 volunteers registered through RSVP who provide so many valuable services to the people that we serve.

Missy did a great job planning this event, and we are so proud of her. A nice banquet was provided, along with appreciation certificates and goody bags.

The 172 RSVP volunteers provided more than 22,000 hours of service with an economic value of more than \$500,000.00!

Board Chair Eddie Harris congratulated the top three volunteers:

Dr. Ed Stevens, YVEDDI Board member and Pilot Mountain Nutrition Site volunteer with 624 hours of service.

Jimmy Bowman, who volunteers at the Yadkin County Nutrition Site, with 622.5 hours of service.

Dot Wright, who also volunteers at the Yadkin County Nutrition Site (but was unable to stay for the board meeting), with 607 hours of service.

We love and appreciate our volunteers, who make it possible to serve!



Board Chair Eddie Harris presents a certificate of appreciation to Jimmy Bowman



Board Chair Eddie Harris presents a certificate of appreciation to Dr. Edward Stevens

This article was published in the June, 2018 North Carolina Community Action Association eNewsletter



A revised YVEDDI Telephone Directory is now available.

It can be found at www.yveddi.com under the Staff Log-in

To report changes or if you need a copy of the directory printed, please contact Donna Rutledge at drutledge@yveddi.com or call (336) 367-3539

HAPPY BIRTHDAY!



May your Birthday and everyday be filled with smiles, laughter, love and cheer.

July

Ashlee Freeman	2
Crystal Smoot-Dulin	5
Michael McCollum	6
Tom Beckom	6
Alan Moxley	10
Crystal Ellis	10
David Brinkley	12
Angela Honeycutt	15
Sheila Harris	17
Rhonda Wrenn	17
Deborah Roberts	22
Horace Redmon Jr.	24
Martha Robin Jones	25
Cristina Alonzo	27

August

Peggy Speer	6
Casey Severt	6
Maritza Berrum	7
Iris Jean Leonard	10
Sarah DeHart	14
Clara Berrum Urquiza	15
Penny Bingman	17
Danielle Clark-Kanetomo	20
Maria Hernandez	23
laisha Oliver	23
Karl Allen	24
Melanie Poteat	25
Elisha Harris	28

September

Ramona Rios	1
Ronald Holcomb	3
Sammie Clement	7
Mary Hutchens	10
Tonya Carpenter	11
Haley Payne	12
Glenda Hatcher	13
Shelby Johnson	14
Mavis Moore	14
Edward McDaniels	16
Glennadean Yenney	16
Sharon Atwood	17
Sandra Perry	17
Zany Gray	19
Carol Andre	19
Holly Felts	20
Tina Watkins	21
Jerrold Reynolds	22
Lisa Money	23
Darry Groce	23
Tammy Pendleton	25
Janira Hernandez	26
Yolanda Lytton	27
Lisa Gonzalez	28
Lori Moore	28
Jeff Cockerham	30



Length of Service Congrats!

5 Years

Beth Bauguess
Tom Beckom
Pamela Carter
Mary Hutchens
Sandra Perry
Carolyn Self
Lynn Stokes
Eddie Harris (Board)

10 Years

Alvin Dunn
Richard Lasky (Board)

15 Years

Johnny Pilson

25 Years

Timmy Bingman
Pearl Cleary
Peggy Speer

Welcome Aboard!

Doug Akers, IT Support
Sherman Bell, Weatherization Technician
Ashlee Freeman, Head Start Health Coordinator
Morgan Harrison, Weatherization Technician
Ladene Haymore, Pilot Mountain Nutrition Site Manager
Linda Light, Head Start Teacher
Lucianne Miranda, Migrant Head Start
Tracy Moreno, Migrant Head Start
Haley Payne, Migrant Head Start
Kassidy Reynolds, Migrant Head Start
Casey Severt, Migrant Head Start
Laurie Stinson, Migrant Head Start
Wendy Tolley, Migrant Head Start

Join Our Team

NOW HIRING DRIVERS

\$9 - \$12

Flexible Hours

Depending on Experience

Candidates must:

- hold a valid North Carolina drivers license - no special endorsements required
- have a good driving record
- have 5 years driving experience
- have professional customer service skills
- be at least 21 years old



Subject to background check

Training provided on company policies

Call (336) 849-4203



We hire all of our drivers through WorkForce Unlimited.

They have offices in:

Mount Airy – (336) 789-8220

Elkin – (336) 258-2505

Yadkinville – (336) 679-5627

Please contact WorkForce for more information on the application process.

What People Are Saying About Us

...“I am the Digital Media Manager for Volunteers of America Los Angeles, which has a number of Head Start and Early Head Start programs. We are working on updating our newsletter, and came across the excellent YVEDDI newsletter, and I saw that you were listed as the editor. I have a couple of questions that I hope you can help me with...

I think the YVEDDI newsletter looks incredible, and we want to be able to provide as good an information service as possible to our HS parents.”

Thank you very much,
Eric Orvieto
Volunteers of America Los Angeles



Holiday Schedule

Independence Day
Wednesday, July 4th

Labor Day
Monday, Sept. 3rd



Newsletter Editor:
Donna Rutledge,
Communications
Specialist
drutledge@yveddi.com



Need A New Career...

Join Our Team!

**Starting Hourly Pay
\$12.30 - \$15.00 DOE**

Full-time-year-round employment, Competitive Benefits, Paid Time Off

Weatherization Technician

Start Immediately, Apply Today!

To perform air sealing; install insulation in attics, walls and floors; weather strip-
ping; install and insulate water heaters; install doors and windows in houses and
mobile homes

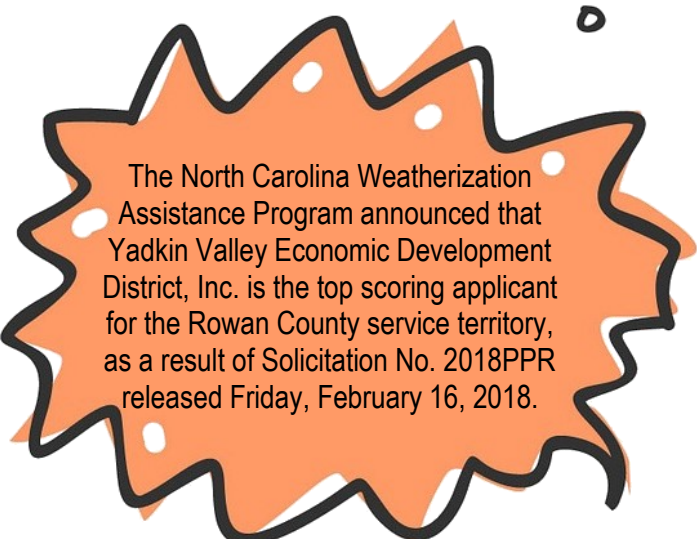
High School Diploma or equivalent

Must be able to obtain State Required Certifications. Experience preferred.

Location Address: 3800 River Road • Boonville, NC 27011

Call (336) 367-3535 for more information or visit www.yveddi.com

Equal Opportunity Employer



**American
Red Cross**

Blood Drive

Wednesday, July 11th

12:00 PM - 4:30 PM

YVEDDI District Office

Conference Room

533 N. Carolina Ave. Hwy. 601N

Boonville, NC 27011

Please contact Allison Winters at (336) 367-4993 ext. 231 or email awinters@yveddi.com.

You may also visit www.redcrossblood.org and enter keyword: Yadkin Valley

Please bring photo I.D.

Remember to eat iron-rich foods and hydrate well 1 week prior to donation.

Salisbury-Rowan Community Action Agency Partners with YVEDDI to Bring Weatherization Back to Rowan County

We are proud to announce that the YVEDDI Weatherization Program is now serving qualified Rowan County residents.

Weatherization is a program to increase the energy efficiency and safety of homes available to elderly, disabled and low-income individuals and families. The program is free of charge.

RAFFLE UPDATES:

60/40

Drawing was held on April 25th
 Winner: Eddie Ward
 Raised \$819.00
 Winner: \$327.60 (40%)
 YVEDDI Senior Programs in Yadkin County: \$491.40 (60%)

Handcrafted Birdhouse, made and donated by John Wetmore

Drawing was held on June 13th
 Winner: Margaret Hauser
 Raised \$573.00
 All proceeds benefit the YVEDDI Surry County Senior Centers

Fire Up The Grill: \$250 Gift Certificate from Mount Airy Meat Center

Drawing was held on June 21st
 Winner: Johnnie Travis
 Raised \$1,141.00
 All proceeds benefit the YVEDDI Meals-on-Wheels Program of Surry County

\$500 Gift Certificate from Foothills Meat Center

Drawing was held on June 28th
 Winner: Angie Casstevens
 Raised \$994.00
 All proceeds benefit the YVEDDI Meals-on-Wheels Program

Please submit your news-worthy articles and pictures to drutledge@yveddi.com

- Outstanding Achievements of an Employee
- Employee/Volunteer of the Month or Year
- Engagements/Weddings/Births
- Special Events
- Favorite Recipes
- Quotes/Jokes



Stay Comfortable All Year...

*YVEDDI Weatherization, Inc. may be able to help you obtain the **financing** you need for an affordable, energy-efficient heating and cooling unit.*

For more information, please call (336) 367-3535

YVEDDI Weatherization, Inc.
 3800 River Road • Boonville, NC 27011




Head Start staff attended the North Carolina Head Start Association Conference in Raleigh, NC., March 14 - 16, 2018

* * * * *



Find us on Facebook



Yadkin Senior Center Managers Lori Moore, Rhonda Beavers and Sandra Johnson provided "training to the non-elderly on elderly issues," a requirement for senior center certification, on Friday, April 20, to the East Bend Girl Scouts.

The Girl Scouts were given cotton balls to put in their ears to muffle sound, which is what hearing is like as we age. They also put popcorn in their socks and walked around on a tile floor, which mimics the effects of painful neuropathy. Gloves were handed out and put on by the Girl Scouts so they could see what it's like to try to open medication bottles with a decreased grip and sense of feeling.

We appreciate the East Bend Girl Scouts for being such good sports!



Grace's Closet

Accepting Donations



We Need Your Help!

Our Clothing Closet is in need of the following items:

- NEW Men's, Women's, and Girl's and Boy's Underwear (all sizes) *in high demand*
- New and gently used socks (all sizes)
- Children's clothing (2T to Junior sizes)
- Men's clothing (all sizes)
- Shoes (especially men's)
- Blankets
- Sheets
- Towels

You can bring your donation directly to the Grace's Closet located at 215 Jones School Road, Mount Airy, NC 27030. Donations are accepted Monday – Friday 8:00 am – 4:30 pm.
Your donation helps us make a difference in the lives of your neighbors in need!

For more information, please call (336) 786-6155 ext. 222




www.NC211.org

Need Help, But Don't Know Where To Turn?

DIAL 2-1-1

Free • Confidential • 24 Hours a Day • Any Language

Your connection to:

- Basic Needs (food, clothing, shelter)
- Health Care
- Child Care Services
- Housing
- Consumer Help
- Senior Services
- Counseling
- Support Groups
- Crisis Intervention
- Volunteer Opportunities

2018 Dragon Slayers 5k/10k for YVEDDI Meals on Wheels

March 24 was a brutally cold morning, and snow was in the forecast. At 4:00 A.M. YVEDDI Senior Services Deputy

Director, Tom Beckom and Director, Lisa Money were out riding the roads in Dobson, placing signs to mark the race routes for the runners.

More than 60 runners showed up to support Meals on Wheels, and with the sponsorships of this event, more than \$7,000.00 was raised to help feed Surry County's homebound seniors.

Many of the participants have run in each of the five annual 5k/10k for Meals on Wheels; some of them were first-time participants, including one man from Germany, who moved to Durham three years ago, and stated he would be back next year. He ran the 10k, and was very impressed with the race course.

This event is professionally chip-timed, and serious runners can use their times to earn points for marathon qualifying.

Thankfully the snow held off until the race was completed and the awards ceremony was finished.

We appreciate all those who sponsored or ran. We will be able to purchase more than 1,750 meals with the proceeds from this event!



We are excited to announce the Yadkin County Senior Center has received a \$300 grant from the North Carolina Community Foundation, Shirley A. Gough Memorial Endowment.

We would like to thank Mr. Jerrell G. Gough of Yadkinville for recommending the Yadkin County Senior Center for this grant!

NORTH CAROLINA
COMMUNITY FOUNDATION



Volunteers Needed



No Experience Required

YVEDDI Grace's Closet is seeking volunteers.
Can you spare a few hours a day, week or month?

If so, your services are needed in our free community clothing closet.

Volunteers will assist in maintaining the clothes closet inventory and services to clients. Assist by greeting clients, sorting clothing donations and recording client clothing selections.

If you are interested in volunteering at YVEDDI Grace's Closet or any other program located at the L.H. Jones Family Resource Center, please complete an interest form today or contact Bristol Mitchem, JFRC Manager at (336) 786-6155 ext. 222.



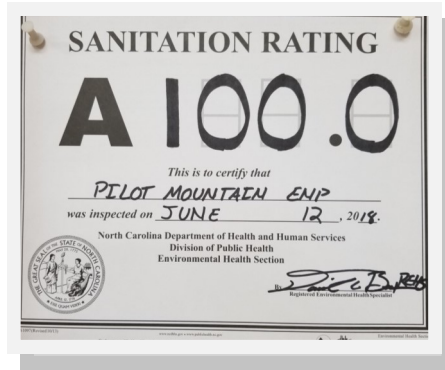
L.H. Jones Family
Resource Center
215 Jones School Road
Mount Airy, NC 27030
(336) 786-1951 Ext. 222



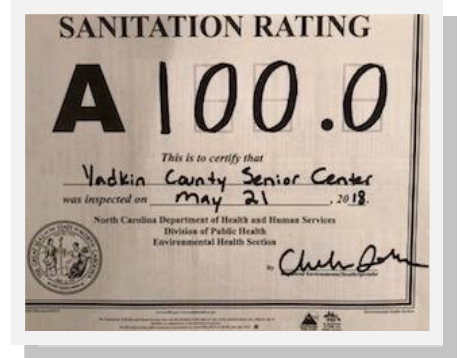
If you wait until you can do everything for everybody, instead of something for somebody, you'll end up not doing anything for anybody.
-MALCOLM BANE-

Resource Reminder:

For your convenience, employees may access YVEDDI's Facebook page for news and events or policies and procedures at www.yveddi.com. Please consult your supervisor if you need a password for the website staff page.

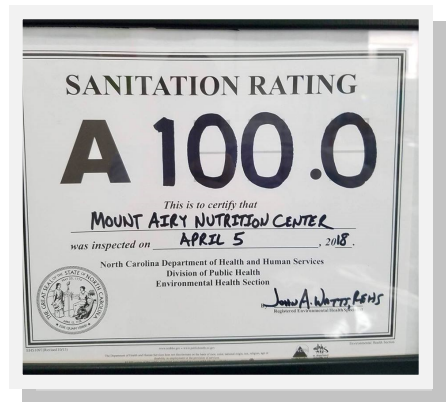


We are very proud of the team at Pilot Mountain Senior Center and Nutrition Site! Way to go for scoring a 100 on your sanitation inspection!



We are very proud of the team at Yadkin County Senior Center and Nutrition Site! Way to go for scoring a 100 on your sanitation inspection!

Congratulations to Surry County YVEDDI Nutrition Specialist, Susan Lawrence for obtaining TWO IN A ROW 100 sanitation grades! Way to go Susan! We are so proud of you. Thank you for your hard work and dedication to the seniors that you serve.



Free Over The Counter Medicine GiveAway!

Date: Friday, July 27, 2018

Time: 9:00 AM—2:00 PM

Cost: **FREE**

Bring: Friends, Family & Neighbors

Where: Brock Recreation Center
622 N. Main Street, #200
Mocksville, NC 27028

Event Details:

- ◆ Take Home **FREE** Medicine Cabinet (OTC) Items!
- ◆ Find out more about NC MedAssist *Free Pharmacy Program*
- ◆ Free Health Screenings

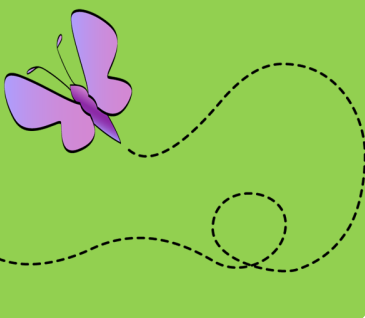
OTC Items Include: cold, cough and flu medicine, Band-Aids, pain and allergy relief, vitamins and children's medicine, and much more while supplies last!
No ID Required—Must Be 18 or Older

To Volunteer, visit: www.medassist.org/volunteer

Event Made Possible By:
NC MedAssist
Dispensing Hope for the Uninsured



For more information visit:
www.medassist.org





Quality Preschool At No Cost Now Enrolling 2018-2019

YVEDDI Head Start

Will Your Preschooler Be Ready?

We offer:

- | | |
|------------------------------|--------------------------------|
| ✓ School Readiness | ✓ Healthy Meals and Snacks |
| ✓ Health & Dental Services | ✓ Family Services |
| ✓ Fun Educational Activities | ✓ Qualified Nurturing Teachers |

INFORMATION NEEDED TO COMPLETE APPLICATION

- Child's Birth Certificate
- Shot Record
- Verification of income for each parent/caregiver (current W-2/tax forms)
- Child Support Verification (*if any*)
- Medicaid/Insurance Card
- Documentation of child's disability (*if any*)
- A physical is required for enrollment

Your child must be 3 or 4 years old on or before August 31st
 Research shows children who receive early learning do better in school.

Call for more information!



Davie County
(336) 284-2374

Stokes County
(336) 593-2370
(336) 983-2344

Surry County
(336) 786-6155
Ext 227/230/228

Yadkin County
(336) 367-7175
(336) 463-4137

(For qualified families)

If your department has recently switched over to the MegaPath Phone System and you would like to learn more about the features of the new equipment, please visit: www.megapath.com/VLC



Polycom VXX 300/301/310/311



Using Your Phone

To place a call:

- Lift the handset and dial the number OR
- Press the speaker button (if using speakerphone), and dial the number OR
- Press the headset button (if using a headset) and dial the number OR
- Press the **New Call** soft key and dial the number

To answer a call:

- Lift the handset OR
- Press the speaker button (if using speakerphone) OR
- Press the headset button (if using a headset) OR
- Press the **Answer** soft key

To send a call to voicemail without answering:

- When a call is ringing, press the **Reject** soft key

To end a call:

- Hang up the handset OR
- Press the **End Call** soft key

Access Voicemail:

- To access voicemail, press the messages button on your phone, and then press the **Message Center** soft key and follow the prompts.

Transfer a Call

When transferring a call, you can use either the warm or blind transfer method. During a warm (or supervised) transfer, you announce the call to the recipient and share any pertinent information. During a blind (or unsupervised) transfer, you send the call to the recipient without announcing the call or caller. To perform a warm transfer, complete the following instructions:

- Step 1** While on a call, press the **Transfer** soft key. The caller will be placed on hold, and you will receive a new dial tone.
- Step 2** Dial the number or extension to which you are transferring the call.

- Step 3** Wait until the other party answers, announce the call, and then press the **Transfer** soft key again to connect the call.

To perform a **blind transfer** complete the following instructions:

- Step 1** While on a call, press the **Transfer** soft key. The caller will be placed on hold, and you will receive a new dial tone.
- Step 2** Press the **Blind** soft key.
- Step 3** Dial the number or extension to which you are transferring the call. Once the system dials the number, the blind transfer is complete.

NOTE: If you misdial the destination number/extension, you can press the cancel soft key to end your transfer. This will reconnect you with the caller, at which point you can start the transfer process over again.

NOTE: Due to the ten second dialing rule the incorrect number will automatically be dialed if you don't clear it out in time. If this happens during a warm transfer, press the cancel soft key and start the transfer process over.

Transfer a Call Directly to Voicemail

- Step 1** Press the **Transfer** soft key.
- Step 2** Dial ***55** plus the extension. The system will announce the transfer.

Call Hold

Place a call on hold and answer it later.

- Step 1** Press the **Hold** soft key to put a call on hold.
- Step 2** Press the **Resume** soft key OR the desired line on the display screen to resume a call.

NOTE: If you have more than one call on hold for a specific line, you may use the navigation wheel to select the desired line from the list of calls on hold before pressing the Resume soft key.

Call Park

Use Call Park to put a call on hold and then allow another user to pick up and continue the conversation on another phone using Call Park Retrieve.

To park a call:

- Step 1** Press the **Transfer** soft key.
- Step 2** Dial ***68**.
- Step 3** Enter the extension where you want to park the call or press **#** to park it at your own extension, and then hang up.

To retrieve a parked call:

- Step 1** Press the **New Call** soft key and dial ***88**.
- Step 2** Enter the extension where the call is parked or press **#** to retrieve it from your own extension.

N-Way Conferencing

Join three or more parties (max 15, including yourself) in an instant conference call.

To use N-way Conferencing:

- Step 1** While on an active call, press the **More** soft key followed by the **Conference** soft key
- Step 2** Dial the number of the next party you want to join the call.
- Step 3** When the party answers, press the **More** soft key followed by the **Conference** soft key to create a 3-way conference call. When successful, all parties can talk to each other.
- Step 4** Repeat steps 1 through 3 for each additional party you want to add to the call.
- Step 5** Hang up the handset or press the **End Call** soft key to end your conference and drop all participants.

Temporarily Forward Calls to Another Number

- Step 1** Dial ***72** from your phone.
- Step 2** Enter the phone number to forward to. When the system announces, "Your Call Forwarding Always service has been activated successfully," hang up.
- Step 3** To deactivate Call Forwarding, dial ***73** from your phone. When the system announces, "Your Call Forwarding Always service has been deactivated successfully," hang up.

Reboot Your Phone

Rebooting may be necessary if your phone loses its connection. Rebooting is also recommended as a first step when troubleshooting connectivity issues. To reboot a Polycom VXX 300/310 phone, disconnect power from the phone (for phones using Power over Ethernet without a dedicated power cord, you must disconnect the Ethernet cable), wait 30 seconds, and then reconnect power.