

Chimes

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A Publication of Chimes Family of Services

times

Dental Caring

Meet dentists who have a long
and special relationship with Chimes.



Chimes Virginia
**New innovative
"Clubhouse" program
is a success**

Chimes Delaware
**2nd Annual
Chimes Delaware
Stride for Awareness**

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Chimes International, Ltd. meets extensive standards of America's most experienced charity evaluator

Chimes Spotlight

MARTIN S. LAMPNER

A Message from the President



DEAR FRIENDS,

Perhaps now more than any other time in recent history, we are witnessing unprecedented economic uncertainty both nationally and globally. But here at Chimes, I am pleased to report we have been blessed with a strong year-end and a healthy balance sheet.

As we conclude fiscal year 2011, Chimes has achieved success across our entire family of services. We reached and expanded who and how we serve people with disabilities. We've explored a variety of innovations, implementing the best of these to improve our outcomes. Most importantly, we have continued to weather the

financial crisis without layoffs and in some areas have even expanded our workforce.

But we are not content to just survive...we are intent on thriving. Let me tell you some of the exciting things happening here at Chimes—

The Weinberg Campus will convert to use solar energy for the majority of its electricity. This is great news, because it's our hope that, over the projected 20-year life of the project, this will save the company a million dollars and perhaps more.

Work will continue on ramping up our green efforts. Over the past months, work was done to improve energy use in our residential homes in Maryland. So far in 2011, we've saved over \$100,000 in energy. We're hoping to save even more by 2012. Other green projects are being looked at across the system as we continue to seek ways to boost efficiency while maximizing value. Chimes was successful in getting grant funding to underwrite much of this work in the Baltimore metropolitan area. In the coming year, we will be pursuing similar grants in other communities we serve.

Chimes D.C., which provides services to many federal and state customers, has previously received the President's Closing the Circle Award for its commitment to using green cleaning products. These products not only help the planet, they also make for a safer, healthier work environment for our customers and our employees.

We all benefit from these efforts, and we will continue to build on our successes. Chimes mission—to make a difference in the lives of people with disabilities—is the vibrant directive that drives us forward every day. In the midst of collective uncertainty, of this I am certain: Chimes will continue to lead the way, put people first, innovate and find entrepreneurial solutions that ensure a lifeline and a lifetime of care for those we serve.

“Chimes will continue to lead the way, put people first, innovate and find entrepreneurial solutions that ensure a lifeline and a lifetime of care for those we serve.”

Wishing you all a terrific fall,

MARTIN S. LAMPNER
President/CEO



Not sure who your local state and federal legislators are? The new Congress Web feature can help find them for you with the simple click of a button.



Advocating for People with Disabilities is Easier than Ever

Thanks to new 'Congress Web' feature on Chimes website.

Chimes has added an important new advocacy tool to its website that gives supporters the ability to easily contact their state and federal legislators to voice their opinions on specific issues and legislation important to those we serve and their families. The new website feature, called 'Congress Web,' uses a special software program that identifies your legislators once you put in your state and zip code information. You then have a choice to send a pre-written letter or one you compose yourself. With one click, your letter is instantly sent to your legislators.

Since installing Congress Web about six months ago, Chimes employees, Board members and friends have used the tool on three occasions: for two state issues (Maryland and Delaware) and one federal. As a result of these three efforts, over 500 letters were generated to state and federal legislators, the Maryland and Delaware Governors as well as to the President making the case for or against legislation that will affect those Chimes serves and their families.

With Congress Web, Chimes supporters, families and employees have an efficient, effective tool to speak out to legislators and advocate for the people we serve. In the future, Chimes will be asking you to help us educate our legislators and make our voice heard on various issues using Congress Web. We hope you will participate.



'CONGRESS WEB'
HELPS CHIMES FULFILL
ITS MISSION:

Basic to Chimes system of service is the active involvement of the people served, their families, and advocates.

DENTAL CARING

Cross Keys Pediatric Dentists serve Chimes patients for nearly four decades.

Many people are unaware that Chimes makes available for residential program participants, first-rate dental care and has done so for almost forty years. The story begins back in 1973 when Terry Perl, then Executive Director of Chimes, sought out and found two highly qualified and experienced pediatric dentists—Dr. Saul (Buddy) Blumenthal, DDS and his partner, Dr. Allan Dworkin, DDS of Cross Keys Dental—to care for the oral health of those served by Chimes.

“In the beginning, Chimes had difficulty getting professional dental care for our people,” said Cecil Fox, Special Assistant to the President. “Many dentists didn’t want to work with our population. We determined, however, that pediatric dentists were ideal. Dr. Blumenthal [who had a son with intellectual disabilities] began conducting oral screenings of our school students in the 70’s where he would examine them and send them home with a note about their dental care. Later, our relationship changed from screenings of the students to sending our residential program participants to the Cross Keys office to ensure they received proper dental care,” Cecil explained.

After Dr. Blumenthal passed away in 1981, Dr. Dworkin was joined in the mid 90’s by Dr. Douglas Clemens, DMD. Dr. Clemens cared for individuals with special needs before coming to Cross Keys Dental. He is also on the Board of the Cornelia de Lange Syndrome (CdLS) Foundation. (CdLS is a genetic disorder present from birth that causes a range of physical, cognitive and medical challenges.)

“We’re very fortunate to have the services of Cross Keys Dental because, even today, it’s difficult to find dentists who will provide care for our folks,” noted Cecil. “They’ve been very dedicated and willing to work with us, knowing how challenging it is with some of our individuals.”



Bringing Out the Smile in People with Disabilities

CHIMES TIMES had the opportunity to interview Dr. Dworkin and Dr. Clemens as well as visit their colorful office for a first-hand look at the wonderful work they do for their Chimes patients.

CT: Why did Chimes come to you for help?

Dr. Dworkin: They came to us because, as pediatric dentists, we’re trained to treat children and those who are mentally challenged. We had to go through residencies and post graduate work to learn about these disabili-

ties. I was trained in a hospital based program and that population was a large part of my residency. As such, Terry Perl came to us and said we’d love for you to treat our people on a regular basis. So we started by doing this as a charitable event. Then it grew to the point where we had Chimes patients coming to the office on certain days. After my partner, Buddy passed away and Dr. Clemens joined me, we began treating Chimes patients in the office several days a week.

CT: How often do you see Chimes patients?

Dr. Dworkin: There are different levels. Twice a month Dr. Clemens sees patients that are so anxious that they need to have caregivers with them at all times. Patients that can be very physical, he sees totally isolated once a month. Those that are very compliant, not just dentally compliant but emotionally compliant, I see during the week mixed in with our regular population. We also see elderly dentureless people once a year.

CT: What’s different about the way you handle the needs of people with disabilities?

Dr. Dworkin: Most of what’s different is the specialized training Dr. Clemens and I have had. A lot of what we do is classic pediatrics. Many of our Chimes patients are child-like in their approach, so we’re treating them with

“ Overall, our whole staff feels blessed that we can do this...We feel we’re doing something special with a wonderful benefit to those we serve. ”

ties. I was trained in a hospital based program and that population was a large part of my residency. As such, Terry Perl came to us and said we’d love for you to treat our people on a regular basis. So we started by doing this as a charitable event. Then it grew to the point where we had Chimes patients coming to the office on certain days. After my partner, Buddy passed away and Dr. Clemens joined me, we began treating Chimes patients in the office several days a week.

We’ve dedicated ourselves to this because we believe that unless we do it, it’s not going

a lot of ‘TLC’ because they respond to that. The staff talks in low modulated tones as opposed to being loud, demanding or authoritative-- something I’ve seen patients respond negatively to through the years. I think the voice modulation is a very important part of how we communicate with them.

Dr. Clemens: Many of our Chimes patients wouldn’t tolerate dental care in a regular office. For those in wheelchairs, we work in an open area where they can sit in their wheelchair to make it easier for them. Many, however, are ambulatory and can have regu-



Dr. Clemens and assistant provides care for a Chimes patient at the Cross Keys Pediatric office.

lar treatment in a dental chair. Patients that are completely noncompliant and need more care than can be done in the office are treated at Sinai Hospital where we have access to Sinai's dental operating room. This service is provided on an as-needed basis to maintain oral health.

Dr. Dworkin: I'm Chief of Pediatric Dental at Sinai Hospital and Dr. Clemens is Sinai's primary operating surgeon. I would say maybe 10 to 20% of the time we take them into the hospital and perform the work under a general anesthesia, which is done with the assistance of Dr. Aaron Zuckerberg, who is a fantastic pediatric anesthesiologist.

CT: What kind of care do they typically need?

Dr. Clemens: We do preventive and diagnostic procedures—exams, scaling, digital x-rays

that can be taken very quickly, cleaning, and topical fluoride treatments. Home care is very important. Many have advanced periodontal problems and hygiene issues. If they're in high level of discomfort and their needs are beyond our care, we'll make referrals to periodontists or oral surgeons.

CT: Is your staff specially trained to work with Chimes patients?

Dr. Clemens: As a pediatric dental office, our dental assistants and other staff have become very familiar with how to work with children and individuals with special needs.

Dr. Dworkin: We've trained the staff in how to handle the patients as well as how to communicate the home care or preventive care instructions to the caregiver with the patient at the time of the visit. Overall, our whole staff feels blessed that we can do this. Our

hygienists take a real interest in the Chimes patients. We feel we're doing something special with a wonderful benefit to those we serve. Personally, looking back over 40 years of continual learning with this population, it's been a tremendously rewarding experience and continues to be so.

CT: Has the work you do for Chimes changed over the years?

Dr. Dworkin:

We're seeing three major differences:

1. More patients getting involved with their dental care
2. Better oral healthcare delivered by Chimes caregivers
3. More understanding of the vital importance of good dental care

We've gone to Chimes facilities and trained the caregivers so patients would get better oral hygiene and home care. We've explained the medical need that would take place if patients were not taken care of properly—such as abscesses that would affect their mental state or ability to eat. Many can't identify why there's pain or where it's coming from but we can easily see if, in fact, it's a dental abscess or periodontal disease causing the problem. Or they have diabetes and their mouth is affecting that negatively, or Crohn's disease or other inflammatory diseases that's really precipitated by bad oral health. We take it upon ourselves to educate and be as proactive as possible and it's been very gratifying to see the results with Chimes patients.

CT: What are your plans for the future?

Dr. Dworkin: We're hoping to be able to set up a dental clinic at Chimes so we can make the whole process easier as well as time and cost effective. With an on-campus clinic with staffing on site to assist daily, there will be no need to transport patients and their caregivers to our office.

"Chimes is deeply grateful to Dr. Dworkin and Dr. Clemens for the tremendous service they perform for people with disabilities," remarked Cecil Fox.

Thanks to Cross Keys Dental, we all have more to smile about.

My Goals

“Clubhouse” Program Successfully Integrates People with Disabilities into the Community. 100% of participants achieve goals and outcomes set forth a year ago.

The Chimes Virginia Clubhouse day program is one of the most unique and successful day programs for people with intellectual delay in the country. Although the community-based Clubhouse model is well-known and used throughout the world to help adults with mental illnesses, the Virginia program is one of the first to adapt the model for people with intellectual disabilities.

What Makes the Clubhouse So Different?

The Clubhouse is unique for three main reasons:

1. Community immersion: The Clubhouse is not a sheltered workshop or day habilitation program where most of the activities take place within the four walls of the facility itself. Participants in the Clubhouse program spend 80% of their time doing activities out in the community and 20% in the building.
2. Structured, daily choices: Each morning, individuals are given a choice of what they want to do out in the community. They voluntarily choose one activity to participate in from a list of four.
3. Helps those who've been unable to succeed in other programs: Everyone who comes to the Clubhouse program has been unsuccessful in other programs.

Working and Socializing in the Community

Individuals choose from a daily menu of four community activities, but the Clubhouse rotates through a wide variety of options, including:

- Working at the Monroe House assisted living community
- Swimming, bowling, golf, basketball and other sports activities
- Going to the movies
- Picking up and delivering food to the elderly via Meals on Wheels and to cancer patients via Food and Friends
- Going to the library to read and use the computer
- Handing out flyers within a 4 mile radius for a local business
- Eating at a restaurant
- Picking up used ink cartridges from World Hope International to redeem for credit at Staples
- Going shopping and paying for own items

The Clubhouse also has a life skills class where individuals go into the community to practice crossing the street, using the phone and other important tasks. Participants also learn to make lunch for themselves...from choosing a recipe to buying the ingredients at the store to preparing and eating the meal. With a ratio of 1 staff member to 4 people, individuals get the attention they need to learn and succeed in their chosen tasks.

THE RESULTS SPEAK FOR THEMSELVES

On July 1, 2010, participants set forth their goals and outcomes to achieve over the next year.

The Clubhouse is proud to report that 100% of the individuals in the program successfully met those goals and outcomes by June 30, 2011.

Team Building Strengthens Staff Unity

Silver Spring staff improves care and grow closer through fun, interactive, educational meetings.



← CHIMES VIRGINIA HELPS BUILD THE TEAM THROUGH:

- Encouraging interstaff communication
- Having group home staff members work on activities as a unit
- Sharing and comparing notes on ways to improve care
- Recognizing staff accomplishments
- Running a cleanliness contest among the group homes

When Silver Spring Program Director, Cyndi Belshaw, surveyed her staff on how to improve their quarterly staff meetings, they said, rather than just sitting and listening to someone talk for hours, they wanted all day meetings that were fun and entertaining but also educational.

After discussions with Dr. Edward Hartman, COO of Chimes Virginia and Chimes Potomac, Cyndi came up with a way to give her staff exactly what they asked for and help build the team at the same time. The result?

Day-long interactive, engaging and informative quarterly meetings that are making a big difference in the way Chimes Virginia staff members care for the individuals they serve. Each meeting is devoted to a different topic on improving and enhancing care.

The most recent team building meeting focused on ways to empower and engage the individuals served. To empower individuals, staff learned to help them identify and reach their goals, build on their strengths, do more for themselves and in general be more independent by making their own decisions. To engage individuals, staff learned to not just

occupy time but to connect more with the individuals, pointing things out to them and getting them moving and talking more.

As a result of the meetings, Cyndi has seen very positive changes in the way staff interact with the individuals served and with each other.

“The staff is definitely interacting more with the individuals,” she said. “In general, people are more open to sharing and talking to one another. When they see me or other administrators, if they have a problem, they’ll open up and talk about it. Everyone is getting to know each other better and working together as part of the whole. If one staff member needs to fill in at another home, there’s an ease and a willingness to help out for the sake of the team,” Cyndi noted.

With the success of Chimes Virginia’s team building meetings, other Chimes offices are looking to introduce the concept as well. The upcoming gathering will include administrators from Chimes headquarters in Baltimore.

“At our next meeting, we plan to go through the different daily tasks and show the difference between low-engagement activities like watching TV and getting the individuals up, moving and interacting with each other and staff,” Cyndi said.

Governor Praises Chimes During Visit

Delaware Governor tours Chimes Newark Employment and Vocational Center, praises work of people Chimes supports and direct support professionals.



With his focus on creating jobs for all Delawareans, Governor Jack Markell and several of his staff visited Chimes Newark Employment and Vocational Center to get a first-hand look at the many employment opportunities created in the Chimes Industries manufacturing support program. The Governor was pleased to discover that:

- The program employs over 130 individuals with disabilities providing production solutions for Chimes business partners across Delaware

- More than 100 Direct Support Professionals work with program participants in community employment programs throughout the state
- Participants assemble, label and package a variety of products for Delaware businesses who contract with Chimes Industries

During his walk around the facility, the Governor posed for pictures with a number of people Chimes supports and their Job Coaches. Accompanying Governor Markell and his staff were Marty Lampner, President and CEO of Chimes International; Dave Black, Coordinator of New Castle County

Vocational Programs; Irv Levin, Chairperson of the Board of Chimes Delaware; and Michele Mirabella, Coordinator of Sales, Marketing and Placement programs.

After the Governor's tour, Chimes International President and CEO, Marty Lampner, presented him with a gift to remember his visit. Governor Markell thanked Chimes for the opportunity to learn more about its programs and praised the people Chimes supports for their great work as well as that of the Direct Support Professionals.



1. Christina Famijliatti, Chimes Mascot, Ty Quinn Dukes, and Donna Holefelder take a break. 2. Tom and Carol Donahue enjoy a walk on Wilmington's Riverfront to raise awareness for Chimes Delaware. 3. Pat Bagley, Chairperson of the Board of Chimes International, Paul Sielski of Chimes, Kristen Duda of PSA Financial, and Marty Lampner, President and CEO of Chimes cut the ribbon to officially start the event. 4. Participants kick off the walk on Saturday, May 21. 5. New Castle County Executive Paul Clark addresses the crowd. 6. Chimes Mascot, Mr. Deeds, and Brandon Duda take a break. 7. The University of Delaware Dance Team warms up the crowd. 8. Ty Quinn Dukes of Chimes dances to the music during opening ceremonies.

2nd Annual Stride for Awareness

Successful Riverfront walk raises \$17,000 for people with disabilities and helps fund Chimes programs and services.

Bigger and better than ever, the 2nd annual Chimes Delaware Stride for Awareness 1K and 3K walk was a resounding success in every way. The community-based event, once again held at Wilmington's picturesque Riverfront, focused statewide attention on the importance of caring for people with disabilities. Over 300 people participated and/or attended the May 21st festivities, which included:

- Performance by the Dynasty Drum Corp throughout the event

- Appearance by Miss Delaware for photos and autograph signing
- Singing of the National Anthem by April Jones
- Pre-walk warm up with Nicole Zehender of the University of Delaware dance team
- Mascot cheerleading
- Presentation of medals to participants
- Snacks and drinks
- Tee shirt and other prize giveaways

Although it had poured the whole week before and the entire week following the event, the skies were clear that Saturday

morning...the only day in more than two weeks that it hadn't rained in Wilmington.

The walk raised over \$17,000, thanks to the generosity of Chimes Delaware donors and corporate sponsors, including AAA Mid Atlantic Insurance, Blue Cross Blue Shield and PSA Financial. The money will fund Chimes programs and services.

Special thanks go to event chairman Jim Kristof, Chimes Delaware boardmember Joyce Bowsbey, as well as to Robert Imhoff, Stephanie Washington and Monica Jackson from Chimes International.

Finding Common Ground

Holcomb to help recovering consumers and their doctors communicate better using 'Common Ground,' a new computer-based tool.



By mid October of 2011, Holcomb Behavioral Health Systems hopes to officially become the 11th organization in Pennsylvania to implement an innovative new program that helps consumers in recovery communicate more effectively with their psychiatrist or nurse practitioner. Called 'Common Ground,' the recovery-based program was developed by Dr. Patricia Deegan as a solution to the communication problems that sometimes exist between consumers and their medical caregivers.

These problems may arise as a result of the consumer's:

- limited face-to-face time with the doctor
- reluctance or inability to express concerns or disagreement about medication decisions made on their behalf
- inability to organize questions or concerns in an effective manner

Funding for the start-up of Common Ground, including the purchase of four touch-screen, all-in-one computers and the ongoing expenses of the service, is provided by Chester County MH/IDD and Community Care Behavioral Health (CCBH), a large Medicaid MCO in Pennsylvania.



How Does Common Ground Work?

Common Ground is a web-based tool that is accessed through a touch-screen computer specially designed for the program. Here's how it works:

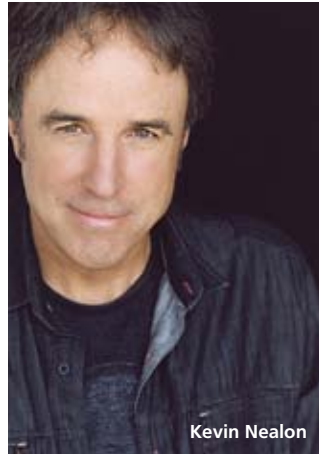
1. The consumer is asked to come to their medication management appointment 30 minutes in advance.
2. Through the assistance of a peer specialist, the consumer logs into their personalized component of the Common Ground system, using a special touch-screen computer.
3. The consumer answers questions about their medication, including whether they are taking it as prescribed or are having any side effects. Consumers also answer questions about how they are functioning in major life areas and what their goal is for the current appointment.
4. The consumer receives a printed summary/report based on the above answers that is taken into the appointment and reviewed by the doctor with the consumer.
5. Based on this review, both parties agree on a "shared decision" regarding the consumer's current needs and goals.
6. The doctor then records the shared decision into the system to document it.

UPCOMING EVENTS

Green Energy event

Wednesday, October 5

To mark the beginning of a new era in our commitment to being "green," Chimes will be hosting a commemoration event on Wednesday, October 5 as we "throw the switch" to begin full usage of our newly installed solar panels. Dignitaries from the state and federal government, notables from the community and members of the Chimes family will be on-hand to help Chimes President and CEO Marty Lampner officially kick-off this new and exciting program.



Kevin Nealon

Chimes Charity Chuckle

Saturday, October 29

Chimes Charity Chuckle Comedy Show at the Joseph Meyerhoff Symphony Hall in Baltimore, MD starring **Kevin Nealon** and other prominent invited comedians and exclusive meet and greet.

Charity Chuckle Dinner

Sunday, October 30

Chimes Charity Chuckle Dinner at the Grand Mason Lodge in Hunt Valley, MD.

Chimes Planned Giving Seminar

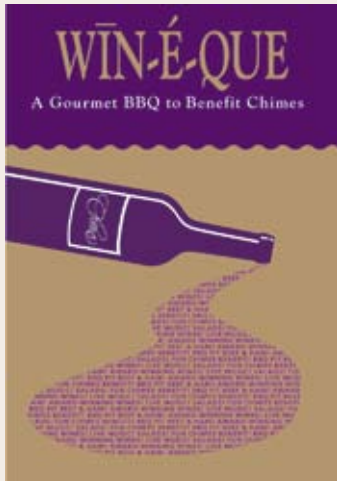
Saturday, November 5th

On Saturday, November 5, Chimes will be teaming up with other similar area non-profits to host a financial seminar to help families plan for future needs with regard to children and other family members with disabilities. The seminar will enlist financial planners and tax experts to give their advice and direction. In addition, these experts will offer advice as to how families can use financial planning and investment strategy to help organizations such as Chimes.



For more information, call 410.358.7774

EVENT GALLERY



WIN-E-QUE

Close to 150 people gathered at Boordy Vineyards on Saturday, May 14 to attend Chimes first Win-E-Que. The night showcased the wines of Boordy Vineyard and the gourmet bar-b-que of Clementine. Guests danced to the tunes of Smooth Kentucky and were pleasantly surprised when Marty Lampner, President and CEO of Chimes, joined the band on stage for a 2 song set. The first fundraiser of this kind, the Chimes Win-E-Que raised over \$30,000 for the Chimes Foundation.

ANNUAL MEETING

Chimes Annual Meeting was held on Wednesday, June 15 to a gathering of Board members and donors at the Engineers Club in Baltimore. Guests enjoyed hearing from Chimes President and CEO Marty Lampner, Board Chair Pat Bagley and the COO's of the Chimes subsidiaries with regard to the state of the organization. After business was conducted guests enjoyed a sumptuous meal and the warmth and camaraderie found only among the Chimes family members. Here's to a great year past and high expectations for even greater success in the future!



(Left to right) Patrick J. Bagley, Chimes International, Chairman of the Board, Ruth Kramer, Stephen S. Kramer, Esq., Barbara Bagley, and Max Hilb.



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PAST RECIPIENT OF THE
U.S. SENATE PRODUCTIVITY AWARD
*Maryland's Most Prestigious Award for
Organizational Performance*

Chimes Charity Chuckle

*Join us for a weekend of awareness and entertainment.
Two events, one purpose—raising awareness for people with disabilities.*



Saturday, October 29, 7:00-10:00 PM
Comedy Concert

featuring **Kevin Nealon** and local celebrities!

The Meyerhoff Symphony Hall, Baltimore

Sunday, October 30, 5:30-9:30 PM

Dinner featuring **Brett Leake**

The Grand Masonic Lodge of Maryland, Hunt Valley



Call 1.800.Chimes1 for more information. Or visit www.chimes.org/chimescharitychuckle