

Summer 2019 Edition



ISS NEWSLETTER

An Independent Support Services Publication

Self-Direction: Make Your Own Path

Hi everyone! Welcome to the ISS Newsletter. A quarterly summary of recent news, helpful hints, tips and inspiring stories.

Note: We have signed you up for our newsletter in the hopes that you will find value in its content and that it will aid you in your goals to grow and thrive. You may opt out at any time by clicking on 'unsubscribe' at the bottom of this newsletter.

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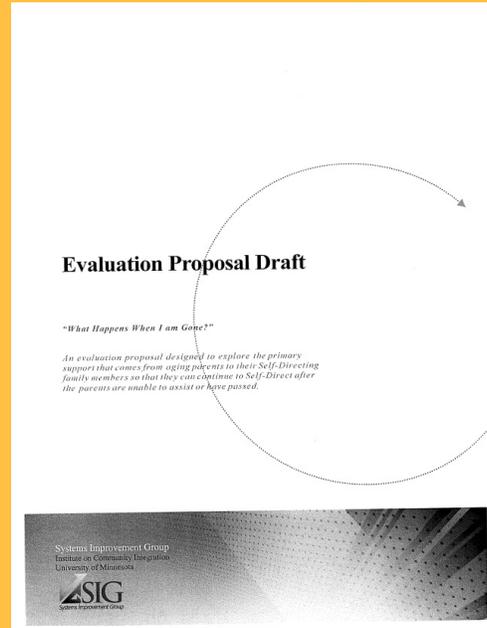
We are proud to announce that Independent Support Services, Inc is entering into an agreement with The University of Minnesota Institute on Community Integration, to evaluate, study and design a Self-Direction model that will answer the vital question on many care givers minds, "What happens when I'm gone?"

This project will last two years and is fully funded by ISS.

In order to be successful, the researchers will need the cooperation of all stakeholders.

Expect updates from ISS via our newsletters, website, Facebook page and the University of Minnesota staff in the coming months.

We are thrilled to lead the nation on this very important and momentous project.



To read the full Proposal click the button below

[Evaluation Proposal Draft](#)

Everyone deserves the right to choose their own path in life, to follow their dreams and desires unique to their interests and goals, and to be independent thinkers and doers. This is one of many Self-Directed stories that demonstrates the success of providing individuals with the opportunity to soar.



I AM SELF-DIRECTED

Our latest I am Self-Directed features James Torres, an active, dedicated guy

To read Jame's interview:

[Read More](#)

To The Brokers

Hello Brokers,

We've posted the Video Recording and Question and Answers for our Staff Action Plan Webinar. You can find those resources here:

<https://portal.issny.org/help.php?cat=2>

This page is a part of our new ISS portal's help system! The help system includes the following categories:

1. Staff Action Plan Training
 - a. Video recording of ISS Staff Action Plan training webinar held 4/5/19
 - b. Question and Answers from the ISS Staff Action Plan training webinar held 4/5/19
2. Portal Login
 - a. Video instruction for how to log in to the ISS portal
 - b. Video instruction for how to reset your ISS portal password
3. Portal Basics
 - a. Portal Quickstart Guide
 - b. Video instruction "Introducing the new ISS Portal" and "Something Old, Something New..."
4. Budget Summary video instruction "Introducing the new dynamic budget summary"

As we add new features to the portal, we will continue to add additional help videos and resources here.

All of the information listed above applies to the ISS portal, located here:

<https://portal.issny.org/>

Thank you!



Our latest *In The Spotlight* features support staff Nicole Milano, and Self-Direction participant P.J.

Teaming up to shape a service dog candidate for active duty in Canine Companions for Independence



[Read their story](#)

A Message from Human Resources

We would like to take this time to thank our ISS families for being supportive to the HR

department over the years. We couldn't do our jobs as well as we do without the relationship we have established with you. We appreciate any and all feedback that you provide to us to be able to serve you better.

We would like to share a few updates to our hiring process, revisions to the Support Staff evaluation form, and the process for notifying us of any Support Staff changes in employment. You can continue to send any general questions to our HR email address hr@issny.org.

Hiring process for Conditional Hires/New Hires

The *Conditional Hire* will begin the hiring process once we receive the Conditional Hire form. The Planning team will be included in every step of the process:

Families please encourage the conditional hires to complete each and every task as soon as they receive the emails from the HR department.

Part 1. (Application) The HR department will send the Part 1 email to the conditional hire and start the application process. The email includes the online application link.

Part 2. (Onboarding) After the HR department receives the background clearance information we will send the Part 2 onboarding email in which they must complete tasks that are required for employment such as Employment Verification(I-9), Federal and State tax withholding forms, payroll information, and etc. The onboarding tasks must be completed within 3 days of the email date.

Part 3. (Welcome Aboard) Once onboarding tasks are completed the HR department will send out the final part 3 email which is the welcome aboard email. This email will clear them to begin working with the families and will also provide contact information for the Staff Support Liaison, Michael DeJoy, who will be a support to them in their new roles.

New Hires are already active employees. Once we receive a new form, we will send a pay rate notice to the new hire in which they need to review, sign and return to the HR department before working with the family.

Support Staff Evaluation Form

An evaluation form should be submitted yearly for all Support Staff.

The Support Staff Evaluation Form has been revised. We have added a place to put the Participant's name on page 2. The last page of the form now includes a final question regarding Support Staff completing their mandatory training. Support staff should successfully complete their mandatory training prior to their evaluation period. The Human Resource Department will verify if the staff has completed the training. If a raise is being requested and staff have not completed the training prior to the submission of the evaluation the effective date of the raise will be the date that the training has been completed. Any old evaluation forms completed prior to **August 1, 2019** will be accepted. Please begin using the new form effective **August 1, 2019**. The form will be available on the ISS web page and or you can request a copy by emailing hr@issny.org. If you have any questions about the form please feel free to email hr@issny.org.

Please do not attach a new hire form to the evaluation form. The new hire form is for adding a new job for an already cleared ISS support staff, not to request a raise.

Support Staff Status

Support Staff should work at least one time within a 6-month period to remain active in our system. If at any time a family hires a Support Staff that may not be able to fulfill this requirement, please notify the HR department if you would like to keep the staff active as a Relief staff for your family. We will note that request in our files and keep them active.

If a staff is no longer actively working for you, please notify us by submitting an exit form and we will update our systems. The exit form is available on the ISS web page or you can request a copy by emailing us at hr@issny.org.

Sexual Harassment Mandatory Training

Reminder: To all Families and Participants

The New York State Mandatory Sexual Harassment prevention training was sent out on March 4th, 2019 via email. It was also made available on the Independent Support Services website, the ISS Facebook page and a separate booklet was mailed to your home. If you have not completed the training and would like to receive it through our Mindflash training software, please send an email to training@issny.org.

This is mandated by New York State and MUST be completed by October 1, 2019.

Reminder: To all Support Staff

The Mandatory Annual training was sent out on March 4th, 2019, through our Mindflash training software. This year's training includes the New York State Mandatory Sexual Harassment training. If you need it to be resent to you, please email training@issny.org. Again, this is mandated by New York State and MUST be completed by October 1, 2019.



A message from your Staff Support Liaison

Thanks so much to all of the Support Staff who have taken some time during the past few months to convey your concerns, thoughts and suggestions via our survey and email communications.

The position of Support Staff Liaison was created with all of you in mind, and it wouldn't be of value or a success without your involvement. Be assured, your comments and feedback are well received and taken seriously. For instance, we have already created a new hire orientation power point.

Your insight into the day to day issues you're experiencing will help us to understand the challenges and hurdles you face. It will lead to better relations between you, the organization, and the families and participants you support. The work you do is vital and the input you provide is crucial to the success of Self-Direction. As we grow and develop together, I hope, in the coming months you will feel to reach out to me at StaffSupport@issny.org with any questions, concerns, comments or suggestions. Together we will find solutions, achieve goals and foster careers.

Michael

Coming soon: A quarterly staff support newsletter

Michael DeJoy
Support Staff Liaison
StaffSupport@issny.org
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Patrick's Picks

TOY STORY 4

A Pixar sequel we never expected that goes to infinity and beyond!

In June, I decided to see and then do a review of a Pixar sequel I thought



Patrick Scahill, is a movie buff and self-proclaimed movie critic. Patrick has a Facebook page dedicated to movie reviews. .

Patrick's Page:

<https://www.facebook.com/PatJscahill2294/>

would never happen – “Toy Story 4”. It was a long awaited and anticipated sequel.

I personally found this to be a great addition and the best film of the Toy Story series. The movie featured many beloved past characters such as Woody, Buzz, Bo Peep, Jessie and many other familiar faces. There were also new, creative characters who added some great moments to the film. There were unforgettable comedic and emotional scenes that left me alternating between smiles and teary eyes.

I definitely recommend seeing this movie, it is most likely the last in the Toy Story series. Pixar has said they are focusing on original ideas for new films rather than sequels.

My overall rating of Toy Story 4 is a 10 out of 10 -- Pat

ANNOUNCEMENTS / EVENTS

The 7th Annual Carnival Celebrating Self-Direction will be held on Sunday, September 8th from 11:00 am to 3:00 pm

Newsletter comments or suggestions welcome:

newsletter@issny.org

Visit our website : www.issny.org

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