

OPEN DOORS

Spring 2019

GALLAGHER SERVICES
CATHOLIC CHARITIES IN ACTION

Through the power of human relationship & pursuit of excellence, we open doors to a fuller life for people with intellectual disabilities.

When a Dream Comes Together

It was a challenging time when 59-year-old Ty Biggs first moved from his family home to Gallagher Services in 2012. His mother was ill, and his two aunts who also helped to support him were aging as well.

“It’s been an experience adjusting,” he said. But over the last six years, Ty has grown in so many ways to become more independent and start realizing more of his individual dreams.

With the support of his team, Ty has worked on home, safety and job readiness skills. He now uses MTA Mobility, does his own laundry, makes his own lunch, picks out his own clothes, and uses his own cell phone. “I was nervous at first,” Ty said about using MTA Mobility. But the payoff is important to him. “I want more independence.”

After trying out a job at a fast food restaurant, Ty shared that it wasn’t what he was looking for. So his team came together to talk with him about next steps. Ty loves to be outdoors, so six months ago he began to work with Employment Specialist Ben Mortenson to learn lawn care, simple carpentry, landscaping, and horticulture.

“Ty picks up things quickly,” Ben said. “He has the desire to learn. He makes mistakes and learns from them. It is amazing to see all his abilities and so many possibilities starting to open up for him.”

When he voiced his desire to start his own small lawn- and snow-removal business, and to make footstools, Ty’s dreams and team continued to grow. Catholic Charities Human Resources Business

Partner Britney Niebuhr worked with him on his interviewing skills. Dave Lombardo, from a local business called American Deck, reviewed Ty’s business plan and has become his mentor. Shaniya Douglas, a student at CCBC, assisted Ty to produce his video resume. You can view Ty’s video resume here: www.cc-md.org/Ty. And he plans to work on a design for his business cards.

As Ty continues to move forward with his dreams, he still remains very close to his aunts. He visits and calls them regularly. Recently, Ty took his Aunt Kitty to the Inner Harbor for a weekend getaway. They both could not be happier with all that Ty is accomplishing.



Ty and Dave Lombardo



DESIGNING OUR FUTURE TOGETHER

Many changes have occurred at Gallagher Services over the last 40+ years. We have continued to grow and develop through changes in regulations, funding, and the people we support as they age. Now, the person-first model of supports for people with intellectual/developmental disabilities (ID/DD) is being refined as well. The one thing that has not changed at Gallagher Services is our mission to provide quality services to the people we support, and to assist them in living the life of their choice.

We are committed to our strategic initiatives, which include, **person-centered thinking/planning, self-advocacy training, engagement with families, employment and volunteerism, and community connections/engagement.**

Our goal is to change our culture from caregiving to empowerment for the people we support, their families and direct support professionals. This is a collaborative effort, and we need everyone —self-advocates, DSPs, family members, volunteers, and our community and business partners— to become more involved.

As you read through the newsletter, you will notice that these initiatives are woven throughout and connected to each other. Gallagher’s strategic initiatives are like a community quilt: everyone has a hand in making it.

Kathy Clemente
Administrator

Calling All Family Members!

Have you heard the term “Final Rule?” Are you unsure what the “Final Rule” means for your family member? Then please join Gallagher’s Family Advisory Group and find out what it’s all about!

Gallagher Services is undertaking a major transformation by supporting people in living a purposeful life. This is in keeping with the exciting larger national civil rights movement for people with disabilities. The next evolution is to do much more in recognizing the rights of people with disabilities to be meaningfully connected to the larger community, and to have choices in where and how they live, and how they spend their time.

To make Gallagher’s support services for purposeful living as successful as possible we need the support and advice from all of our stakeholders, including you and your family member!

If you are interested in becoming involved in this important work, please contact our family volunteers:

Carl Markowitz at **443-838-7218** or Judy Volkman at **410-377-8833.**



SELF-ADVOCACY: Finding Our Voice – Introducing the “Change Makers”

Self-advocacy refers to the civil rights movement for people with disabilities. Self-advocacy is about people speaking up for themselves. Although a person may call upon the support of others, the person is entitled to be in control of their own lives. It is about having the right to make life decisions without undue influence or control by others.

Gallagher Services is rooted in the fundamental belief in each person’s worth and dignity, and was excited to develop and facilitate a group of self-advocates who call themselves the Change Makers.

In April 2018, James and Diane applied for and were accepted into a three-day advocacy training called Steps Towards Independence and Responsibility, or STIR. During these three days, they learned about program topics like *knowing yourself, communicating assertively, problem solving and negotiating, rights and responsibilities, self-advocacy and self-determination.* They brought back what they learned and engaged some of their friends, starting their own self-advocacy group, now seven people strong and growing.

The Change Makers have elected officers.

“We have individual minds and want to voice our opinions as much as possible,” said James, who is chair of the group.

“I want to make things better for us - to do what we want to do no matter what,” said Sara, who is co-chair.

Rex said he wants to go “to be with my friends.”

The group plans to make shirts featuring its newly-adopted name, draft letters to members’ state representatives in support of an increase in wages for direct support professionals, and recruit additional members to join in their efforts. Their voices are important for all of us to hear.



The Change Makers: Sara, Maureen, Michael, Rex, James. Not pictured, Diane and Margaret.

Employer Partnership: Sean, Carlo and F&M Contractors

Andy Marcantoni has been a friend of Gallagher Services for nearly 40 years. He was first introduced to the program and Sean, one of his new employees, in 1982, as a high school student, when he participated in the Special Friends program at his alma mater, Loyola Blakefield.

As an owner of Cockeysville-based F&M Contractors, a family owned and operated concrete company that specializes in driveways and sidewalks, Andy found that his company needed help with packaging promotional materials and providing upkeep of their offices. He needed to have his crews

out excavating, pouring and finishing concrete. Having “back office” support would bring in new customers and keep the work areas clean and organized.

F&M Contractors had a business need, and when Andy learned more about Gallagher Services Employment-First initiative, two great opportunities presented themselves.

Sean and Carlo, who are both supported by Gallagher Services, applied for positions and were hired as employees at F&M Contractors in 2017. They each work an average of 10 hours per week assembling marketing materials and keeping the offices clean and organized.

Both Sean and Carlo had unrealized gifts and talents and wanted to work. And it was easy for Andy to see that F&M Contractors could advance its goal to continue providing high quality concrete work, while also creating work opportunities for people with disabilities, at a competitive wage, with opportunities for advancement.

Andy and F&M Contractors continue to be great friends of Gallagher Services. They regularly invite people supported by Gallagher Services to sporting events. The company also partners with local high school students completing Eagle Scout projects to benefit Gallagher Services. One of those projects included a three-month install of pavers in the 5,000 sq. ft. greenhouse to improve accessibility and created a wheelchair-friendly, covered seating area in the outdoor vegetable garden.

If you know about any opportunities for individuals supported by Gallagher Service to help meet a community or employment need, please contact Alysia Smith at 667-600-3601 or asmith2@cc-md.org.



Sean at F&M packaging material



Carlo at F&M office

Spotlight on Employment and Meaning

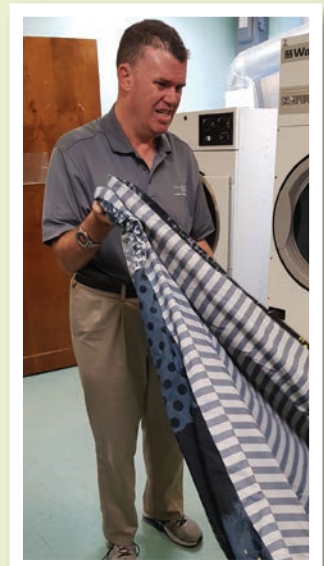
As part of our transformation to a person-first and employment-first agency, Gallagher Services has been ramping up our efforts to support people in fully using their gifts and talents to identify and achieve what they want in their lives. Seventeen people are competitively employed (14%), each averaging 37 work hours in a two-week period. Others are engaged in volunteerism, college classes and meaningful community participation. There are now three people who do not go to a day program building at all, but rather choose to spend their day volunteering or participating in community activities that are meaningful to them.



Kenice at Stella Maris



Melissa at AKJ



Mark at St. Vincent's Villa

Designing the Future: Person-Centered Planning

Gallagher Services is committed to supporting people in living a life of their choice. The first step in this commitment is to move away from service-defined planning to person-centered planning. There are many tools available to use in person-centered planning, and Gallagher has chosen MAPS and PATH because they are graphic representations of a person's life and future.

MAPS is a planning process used for threshold moments. It begins with a story – the person's history. It creates a visual representation by listening to a person's dreams, acknowledging their fears, and then building a rich portrait of their gifts and talents so we are able to focus on simple daily actions that move them in purposeful directions.

PATH is used for finding ways to a better life. It creates a visual of the present and how to move towards the future to reach their "North Star."

Using MAPS and PATH is a wonderful way to get to know a person's true life desires. It is a powerful experience and requires two facilitators, one to ask the questions and keep the conversation going, and the other to provide the graphics. Because you can't rush life, the process can take several

hours. The supported person is the center of the process, and has their chosen team to assist.

Four Gallagher facilitators were trained to lead the MAPS and PATH process in 2016. As we moved forward with person-centered planning, we knew we wanted to train more of our staff. In November, nationally known trainers Patti Scott and Dave Hasbury from Neighbours International joined our three-day MAPS and PATH training for 35 of our managers, supervisors and direct support professionals. In the words of Patti Scott, "MAPS and PATH is not a disability tool. It is a human tool."

To date, 16 persons supported by Gallagher

Services have completed the MAPS and PATH processes. We are on target to have 50 people complete the process by the end of this year.

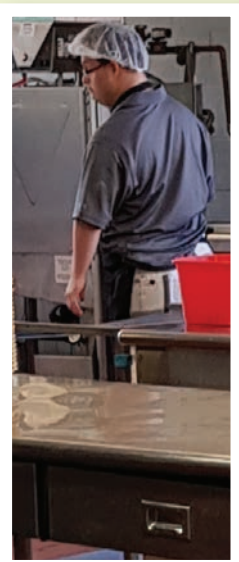


Patti Scott and Dave Hasbury

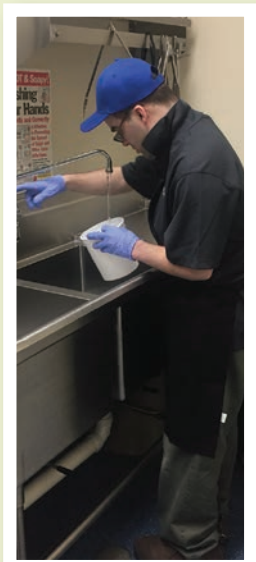


Gallagher team at St. Matthews Church for MAPS and PATH training.

Meaningful Participation in the Community



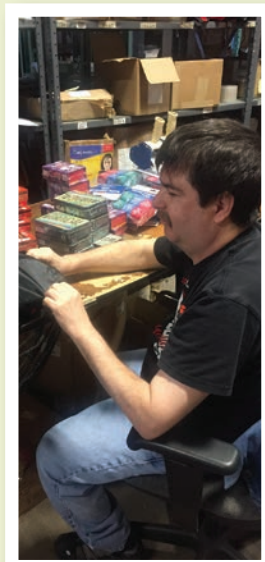
Robert training at CSG



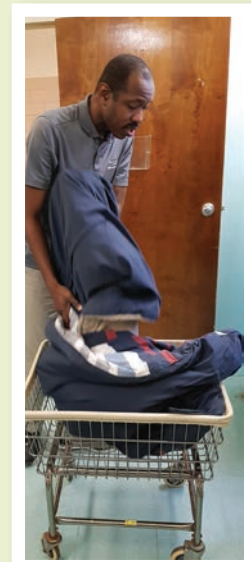
Joey at Gateway School



Nadia promoting her business, Naddy Bows



Tim at AKJ



Darren at St. Vincent's Villa

Gallagher Services Celebrated Direct Support Professionals

Direct Support Professionals play a crucial role in enhancing and supporting the lives of people with intellectual and developmental disabilities. Gallagher Services had an opportunity to honor and thank our staff during Direct Support Professional Week (September 9 – 15, 2018), a five-day celebration of the work that DSPs do across the nation. Throughout the week, Gallagher Services held small gatherings throughout the program to let our DSPs know how much they mean to us and to the people we support.

Gallagher Services' Sonia Ross was also one of a handful of DSPs from across Maryland who received a citation from Gov. Larry Hogan at recognition reception in Annapolis.



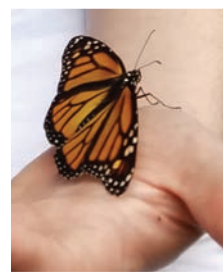
Left to right: Maryland's Developmental Disabilities Administration Director, Bernie Simons; First Lady of Maryland, Yumi Hogan; Gallagher Services Direct Support Professional, Sonia Ross; Maryland's Department of Disabilities Secretary, Carol Beatty.

First Annual Glorious Garden Day

It was glorious! On August 20, 2018 Gallagher Services in Timonium held the first joint event coordinated by the Community Green Initiative. The initiative is a partnership of like-minded green programs and organizations, including Gallagher Services, Blue Water Baltimore/Herring Run Nursery, the Baltimore County Master Gardeners, and Catholic Charities programs St. Vincent's Villa and Villa Maria School.

Glorious Garden Day was created to bring together the community-at-large, our partners, and the people we support. Over 400 people attended the event and the day included a fabulous array of events: a greenhouse tour, seed planting and seed ball workshops, rain barrel construction demonstrations, lovely fresh cut flower and native plant sale, and tours of the Monarch Way Station and the Gallagher Garden. Under the Pavilion was a stunning display of artwork for sale, created by artists supported by Gallagher Services. The day was topped off by two monarch tag-and-release sessions. Adults and kids alike were awed and amazed as they helped to tag monarch butterflies and release them.

Plans for our second annual Glorious Garden Day are already underway! Please mark your calendars to join us on August 19, 2019.



GALLAGHER SERVICES

CATHOLIC CHARITIES IN ACTION

Catholic Charities | 320 Cathedral Street | Baltimore, MD 21201

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Inspired by the Gospel mandates to love, serve and teach, Catholic Charities provides care and services to improve the lives of Marylanders in need.



As we welcome spring and all of nature's beauty, we would welcome a donation to Gallagher Services. You can make your donation in the enclosed envelope, or donate on-line at www.cc-md.org/give-gallagher. Thank you for supporting our work!

COMING EVENTS

Gallagher Golf Tournament
May 6, 2019
Hunt Valley Golf Club

**Anne Lindsay Otenasek
Scholarship Awards**
May 16, 2019
Gallagher Services

2nd Annual Glorious Garden Days
August 19, 2019
Gallagher Services Greenhouse

2nd Annual Greens and Crafts Sale
December 2019 (Date TBD)

For more information, please contact:
Joanna Leuschner at **667-600-2544** or
jleuschner@cc-md.org

Save The Date Gallagher Services

30TH ANNUAL GOLF TOURNAMENT

Monday, May 6, 2019

HUNT VALLEY GOLF CLUB

14101 Phoenix Road, Phoenix, MD 21131

Breakfast, Lunch, Awards Dinner & Auction

\$350 PER PLAYER / \$1,400 PER FOURSOME

10:00 am Shotgun Start

WWW.CC-MD.ORG/GALLAGHERGOLF



Registration & Sponsorships nramirez@cc-md.org
Contact Natalia Ramirez 667-600-2027