A message from our President & CEO, Danny R. Williams, JD, MNO, LNHA

A New Year, A New Plan

Periodically, every organization needs to pause to take stock of its performance and assess whether it has the resources to address the issues its leaders have decided to tackle. Over the last several months, Eliza Bryant Village engaged in such an analysis under the leadership of Board Vice President, Cecil Lipscomb.

With the assistance of The Catalyst Consulting Group, we solicited input from our various customers, line staff, board members, executive leadership and community stakeholders. We also considered those areas in which we possess special qualifications and unique capabilities. Our interactions led us to identify four critical areas that will require the Village’s focused attention over the next three years if we are to successfully continue our nearly 125-year heritage of service to the Greater Cleveland community.

Those critical areas focus on quality of care, our human capital resources, our cultural competence, and our philanthropic support. The following represents the four strategic priorities that will guide the Village’s activities over the next several years.

**Strategic Priority #1:** Cultivate and reinforce a culture of excellence throughout the Village that manifests in continuous improvement in program delivery, fiscal health, and customer satisfaction.

This strategy will focus on developing and rewarding innovative approaches that encourage excellence in all that we do, as measured by both external and internal metrics.

**Strategic Priority #2:** Support and motivate the Village’s human capital resources to position it as an employer of choice.

This strategy will concentrate on supporting professional and career development of staff and identifying the incentives that will make the organization an attractive, long-term employment option.

**Strategic Priority #3:** Leverage the Village’s unique skills and cultural competence to enhance its appeal to constituents and create an environment of healing.

We have developed significant expertise addressing many of the health issues that are prevalent among African American and other under-served communities. This strategy will challenge us to utilize these competencies to cultivate mutually beneficial partnerships and to better market our expertise to relevant constituents.

**Strategic Priority #4:** Grow the Village’s philanthropic base to ensure the long-term viability of its mission of service to the black community.

Our work, focused as it is on poor and often neglected populations, is not sufficiently supported by public reimbursement sources. Consequently, this strategy will zero in on growing the base of support among donors who appreciate the importance of caring for impoverished older adults.

We will share our progress on the priorities over the coming months and welcome your feedback.
Board Member Spotlight: Denita Bonhart

Denita Bonhart is a dedicated volunteer of Eliza Bryant Village whose service continues to expand each year she is with us. With a heart full of compassion for older adults and a vision for a strategic approach to accomplishing goals, big and small, Denita continues to help the Village evolve and serve seniors with respect and a joyful spirit.

Denita has been involved with the Village since 2016. She was elected to the Board of Trustees in April 2016 and has since taken on the roles of 2nd Vice Chair, member and co-chair of the Development Committee, member of the Strategic Planning Committee. In addition to all of that, she is a member of Auxiliary III where she served as Secretary, member of the By-Law & Nominating Committees, and Luncheon Committee Chair. Denita does all of this in addition to working full time for the City of Cleveland Division of Water as a Business Process Analyst.

“It only takes a few minutes at the Eliza Bryant Village to realize that the programs, services and care offered is much needed by the seniors. There is a motto of the Board that talks about giving of your time, talent and treasure. I decided when I joined the Board, I would whole heartedly commit to the organization and give my very best... While I may not be able to write a million dollar check to the Village, I do believe that my service of time and talent has to be at the same level. As a Christian, it is my duty to bless those with the talents that God has bestowed upon me otherwise my living is in vain.”

Tech Tip! There is an APP for what...?

Your smartphone and tablet come with a lot of pre-installed programs, or Apps (short for applications or software applications). You can also add Apps to your smartphone or tablet. Some apps are free and some are not. Apps can be down-loaded using the “store” provided by the manufacturer of your device, which can be found on the screen of your smartphone or tablet.

There are literally millions of Apps – Android users have 2.1 million and Apple users have 1.8 million to choose from – so shop around! Don’t be put off – even if you only plan to use free Apps, you won’t be able to download (or add or install) an App to your smartphone or tablet without putting in your credit card information.

Here are some of my favorite (FREE) apps:

- **CheckPlease Lite** – Don’t let a lovely evening out with friends become awkward when the check arrives. Let this app figure the tip and per head cost of that yummy meal. The only thing better is if it would pay the bill! Available on GooglePlay here, or look for it on Apple.

- **Sit or Squat** – Find public bathrooms all over the world!! This bladder relieving app not only directs you to public bathrooms wherever you are around the world, but each bathroom is described in detail – the clean, the dirty, and the co-ed. Available on IOS and Android platforms.

- **TapWord** – There are tens of thousands of game apps. This one is similar to Boggle. I like this app because I learn new words every time I play. Search for your favorite game and I’ll bet there’s an app available.

Now, I have a favor...If you find an app that you love, let me know and I’ll share it... Email me at dsiegel@elizabryant.org

David Siegel
Director of Information Technology, Eliza Bryant Village
This December, Eliza Bryant Village launched a new safe haven, our Elder Justice Center, for elders suffering from various forms of crime, abuse, victimization, or trauma. The Village opened this innovative and critical service on our campus on December 11th when we greeted our first guest.

Our Elder Justice Center will provide a safe, healing environment for older adults who are in a dangerous situation. Our staff will work with community partners to help secure a new, long-term safe home for the elder before leaving our care. The innovative Elder Justice Center is the only provider of these unique and needed services in Ohio.

The National Center on Elder Abuse reports that one in ten seniors are victims of elder abuse. This is likely to be an underestimation, as only 1 in 24 cases of elder abuse is reported, according to the Center for Community Solutions. Older adults are often afraid or embarrassed to report cases of abuse to family, friends, or to the authorities.

- The abused have a 300% higher risk of death, as a consequence of abuse. Other consequences include isolation, intimidation, mental anguish, physical pain and financial ruin.
- “At Eliza Bryant Village we believe older adults have the right to live in a safe and secure environment where they are treated with dignity and respect.” – Danny R. Williams, JD, MNO, LNHA, President & CEO
- 1-844-EJC-SAFE or visit www.elizabryant.org

Thank You Funders of our Elder Justice Center Construction

Danny R. Williams, Aaron Bryant, Victim Services, Development Director, Crime Victims Section, Ohio Attorney General’s Office & Jeanna Davis, MSSA, Director of Senior Outreach & Adult Day Services

Renovated private suits in the new Elder Justice Center.
Board & Staff Accomplishments

Well done Cleveland Bridge Builders Class of 2019!

Congratulations to graduates of the 2019 Cleveland Bridge Builders class, Jeanna Davis, MSSA, Director of Senior Outreach & Adult Day, and LaVerne Peakes, Program Manager, at Eliza Bryant Village. Cleveland Bridge Builders (CBB) is a launch pad for mid-career professionals that prepares them for a greater role in the community by fostering teamwork, growth and learning.

Job well done to newly certified Dementia Practitioner, Rekeyta Johnson

Rekeyta Johnson, Resident Care Coordinator, LPN, recently earned her certification as a Certified Dementia Practitioner to better serve the residents of Eliza Bryant Village. Awarded from the National Council of Certified Dementia Practitioners, this certification helps Rekeyta tailor care for individuals living with dementia. Her increased knowledge of clinical skills equip her with the safest and most effective techniques to provide quality care to residents with aggressive behaviors and/or wandering behaviors. Most importantly, she can share her knowledge with her team to ensure care goals are met.

Congratulations to Cecil Lipscomb 2019 Corporate College Smart 50 Winner!

Congratulations to Cecil Lipscomb, Board Vice President of the Eliza Bryant Village Board of Trustees & Executive Director of United Black Fund, winner of The Corporate College Smart 50 Award! Hosted by Smart Business, this award recognizes the top executives of 50 companies in the region for their ability to effectively build and lead savvy organizations.

Since its inception in 1981, the United Black Fund of Greater Cleveland (UBF) has helped local grassroots service agencies in Greater Cleveland become sustainable, growth-oriented resources for their communities through comprehensive support spanning operations, finance, governance, talent and programming.

Growing our Givers: Joan Palumbo Appointed to Vice President of AFP

Chief Philanthropy Officer Joan Palumbo will serve as Vice President on the Board of the Association of Fundraising Professionals (AFP) Greater Cleveland chapter. Her talents in fundraising will help not only Eliza Bryant Village acquire needed funds to support our work serving those in need, but she will help Greater Clevelanders understand the importance of diversity and how one-time and re-occurring gifts are being used to improve the lives of so many of our family, friends and neighbors.

Compliments Danielle Sydnor, 2019 Crain’s Cleveland Business 40 Under 40

Congratulations to our Board Chair, Danielle Sydnor, recipient of the 2019 Crain’s Cleveland Business 40 Under 40, who also serves as the Executive Director of ECDI Northern Ohio and President of NAACP Cleveland. We are honored to have Danielle, an innovative, imaginative, and compassionate leader, helping Eliza Bryant Village create a sustainable plan for our continued growth and success in serving the needs of older adults.

Cheers to Katie Boland, newly appointed Secretary of the American Marketing Association

Director of External Relations Katie Boland has been elected as Secretary on the Board of the American Marketing Association, Northeast Ohio Chapter. The American Marketing Association (AMA) is an international, professional society of individual members with an interest in the practice, study and teaching of marketing. Congratulations to Katie for continuing her professional development for the betterment of the marketing strategy of Eliza Bryant Village.
Congratulations! **Employees of the Month!**

**March**

**Gurnese King** serves the residents of Eliza Bryant Village exhibiting a great work ethic and positive attitude. She has happily served as an STNA at the Village for nearly three years. When asked why she likes working at Eliza Bryant Village, she said,

> “Because it feels like family here. There are some beautiful people working here.” – Gurnese King

**April**

**Teandra Chappell** serves the residents of Eliza Bryant Village as a Personal Care Assistant. Nominated for her pleasant demeanor and kindness to all, she is always ready to help anyone in need with a smile. She asked she likes working at Eliza Bryant Village, Teandra said,

> “I like working at EBV because I get to experience more. Also, everyone I’ve met so far is extremely nice.” – Teandra Chappell

**May**

**Luenna (Lue) Trice** loves her residents. Lue serves the residents of the Village as an STNA with her ever-present smile and the obvious pride she takes in her work. When asked why she likes working at Eliza Bryant Village, Lue said,

> “…because Eliza Bryant Village is like family. I feel like I’m doing God’s work in taking care of the residents at Eliza Bryant Village. They are like family too!” – Luenna (Lue) Trice

**June**

**Karen Hardy-Yisrael** is a dependable, creative and compassionate Activity Professional and Certified Dementia Practitioner at Eliza Bryant Village. For more than seven years, she has served as a team player, pitching in whenever needed. When asked why she likes working at Eliza Bryant Village, Karen said,

> “Find a job you love,” Confucius said, “And you will never have to work a day in your life.” – Karen Hardy-Yisrael

**July**

**Melanie Harvey** serves Eliza Bryant Village residents as a Dietary Aide. She is our Employee of the Month because of her welcoming attitude toward new team members, as well as her leadership skills. When asked why she likes working at Eliza Bryant Village, Melanie said,

> “It brings me joy to be able to help the residents.” – Melanie Harvey

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**Follow our Social Media!**

- **Website:** www.elizabryant.org
- **Facebook:** www.facebook.com/elizabryantvillagecleveland
- **Twitter:** www.twitter.com/EBVillage
- **YouTube:** www.youtube.com/channel/UCx8Ysa8Ktmo-h1jNz5apYQ

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**Donate**

www.elizabryantvillage.org
Welcome to Our New Team Leaders!

Please join us in welcoming new members to our management team!

Mr. Bradley Willmore, newly appointed Administrator of Eliza Bryant Village skilled nursing facility, brings more than 20 years of healthcare and management experience to the Village. Currently, he is licensed as a Nursing Home Administrator in multiple states and is also a Licensed Practical Nurse. He earned his Masters of Business Administration from Myers University, and a Bachelor of Arts degree in Psychology from Cleveland State University. He is also a Navy veteran. Throughout his career, he has demonstrated a strong passion for serving the needs of others.

We welcome Jolynda (Mimi) Gibbs as our new Director of Human Resources and Labor Relations. Mimi formerly served as the Manager of Human resources at The Free Clinic/Circle Health Services. She earned her bachelor’s degree with a concentration on human resource management from the David M. Myers University and her MBA from University of Phoenix. We are excited to work with her to continue to improve our quality of care with staff development, training and recruiting.

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Volunteer Spotlight: Avery Dennison

Thank you to Avery Dennison for visiting Eliza Bryant Village in October, bringing smiles and a helping hand as well as a financial contribution! Employees from Avery Dennison came back to Village for a second volunteer project helping to stain chairs in our courtyard and spending time playing Bingo with residents. They first volunteered with the Village through a gardening project this past May.
Full Service for Seniors – Including Mobile Dental Clinics!

Eliza Bryant Village housing tenant Ms. McGhee received dental services from Case Western Reserve University Mobile Dental Clinic on campus at the Village! As part of our partnership, seniors living in our independent housing and those who are enrolled in our Senior Outreach & Adult Day Program have access to oral exams, x-rays, cleanings, fillings, extractions, and dentures!

Ms. McGhee, former Eliza Bryant Village employee, lives in the Villages’ independent housing and receives dental services from Case Western Reserve University

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Benita Harris, BSHA, Director of Admission

Benita Harris is our newest team leader in her role as Director of Admissions. Benita previously served as the Admissions Director and Marketing for several skilled nursing facilities based in Cleveland, most recently at as a Corporate Hospital Liaison. She earned a Bachelor’s Degree in Healthcare Administration from Ursuline College. Her experience, connections to healthcare organizations and kind smile will help the Village provide quality skilled nursing care to older adults in need.

Welcome to the Village!
Congratulations Robert P. Madison, architect, entrepreneur, civic leader... and now, author

On June 17th, 2019, Eliza Bryant Village celebrated international architect Robert P. Madison. Mr. Madison visited the Village, spoke and signed copies of his memoir, Designing Victory, at the Amasa B. Ford Lodge. Mr. Madison is a long-time supporter of Eliza Bryant Village and other public housing initiatives. He designed two of our independent senior housing apartments, the Amasa B. Ford Lodge and the Garden Estates.

Designing Victory is a compelling memoir by Robert P. Madison, an architect, entrepreneur, and civic leader. Born the grandson of slaves in Cleveland, Ohio in 1923, he studied architecture at Howard University before serving in Italy in World War II. His book is available to purchase on Amazon.

Thank you to Mr. Madison for speaking with our board, staff, tenants and community members.