



# Summer 2021

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**NCIA GAZETTE**

**ncianet.org**



## Update From CEO, Herb Hoelter

Dear Fellow Staff—

As most of you have seen, many businesses and human service agencies are implementing policies of having staff return to their offices to resume “pre-Covid” hours and activities. Effective September 7, 2021 NCIA will be following these return-to-work policies in a modified manner.

I am requesting that NCIA administrative staff return to their primary work site at a **minimum** of 3 days per week. As most of you are aware, our front-line workers, including DDA direct care staff, YIT School staff, our Business Service workers and our Vocational Training staff have all returned to pre-Covid practices, and I expect our administrative staff to follow their example. In our line of work, it is important that we set an example for all of our individuals and staff to demonstrate that we are in unison regarding how we work together. The creativity and collaboration of our in-person discussions is what helps build our organizational culture.

I recognize that many staff are required to be out of the office visiting our various sites and programs as part of their work responsibilities. That will not change, except to the extent that our administrative building is used as their primary work site when not in the field.

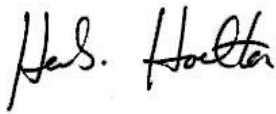
Please be assured that NCIA will continue our cleaning protocols, and that we will remain compliant with any and all State-issued regulations and directives as we move forward.

We will not require face coverings, but they are certainly voluntary if you feel safer. Social distancing is still encouraged.

Please remember that the safest way to avoid Covid is to get vaccinated, so I encourage all staff that have not yet received the vaccine to please consider the benefit to you, your family and your fellow staff.

Keep well and I look forward to seeing everyone around after Labor Day!

Respectfully,



Herbert J. Hoelter  
Chief Executive Officer and Co-Founder

## NCIA ADDS PERSONAL DAY!

NCIA is pleased to announce that all staff who have been employed at NCIA for 90 days will receive an additional personal day effective after August 1, 2021.

A personal day is a day of paid leave from work for reasons other than illness or vacation, taken at the employee's discretion. These personal days are required to be approved by supervisors.

Personal days are taken for a broad array of events. At NCIA we have a wide range of employees who choose to observe a variety of holidays, events, and celebrations. The addition of this personal day allows our employees to choose what day is important to them whether it is Columbus Day, Good Friday, Juneteenth, Veterans Day, Yom Kippur, or even Halloween. NCIA employees are now given the option to observe and celebrate the day(s) of their choice.

NCIA encourages all employees take advantage of this personal day as an opportunity to spend time with loved ones and reflect on the meaning of these days and events.

For all Holiday information please refer to Policy #503 in the employee handbook.

# Residential Services

## Dozens displaced in Woodlawn apartment fire



In early July, NCIA faced an unfortunate event when one of our properties was struck with smoke and water damage within an apartment complex caught on fire. Thankfully, our team was able to act swiftly and no injuries occurred! Today we would like to recognize Division Manager Dana Johnson and House Manager James Mitchell who responded to this event and kept our residents safe. Dana Johnson did not panic and knew the procedures were in place for this chaotic event. She was able to respond quickly, keep the individuals who lived in the home calm, and assist them in settling into a hotel after the event. A great example of the heroic tasks our staff accomplish for the individuals we serve!



After over a year, this Memorial Day, NCIA residents living in our homes were able to spend the weekend with family and friends! We have also opened our doors and are allowing families to come visit their loved ones.

## Business Services



On May 31-June 2, 2021, the Commemorative Air Force hosted a public event at Martin State Airport. Over the course of the four-day event, over 1,500 people attended. The custodial team was on task for the duration of the event and did an excellent job performing overall maintenance tasks, cleaning and restocking paper goods in the restroom, and providing services for all hangars!

### Martin State Airport Janitorial Team:

Charles Williams-Supervisor, Eugene Spruill-Job Coach, Darryl Harris-Job Coach, Eminue Kingsley-Job Coach, Craig Howard-Individual, Damien Johnson-Individual, George Brown-Individual, Ronnie Graham-Individual, Julia Owens-Individual, Fonando Allen- Individual, Mario McCoy- Individual.

Additionally, as the State of Maryland reopens in July 2021, individuals/employees are painting restrooms at I95 to beautify the grounds in preparation for visitors.

While this full service contract never “shut down” tasks are picking up and our staff and individuals are enjoying the new and additional work opportunities!



## HJH Vocational Training Centers



The growth of the VTC's continue with our most recent VTC located in Washington, D.C. opening its doors for orientation the weeks of July 6 and July 13, 2021. We currently have approximately 50 students enrolled to begin training in obtaining their CDL license.

As we open new doors we also are seeing continued success at all locations!

In Baltimore, the latest completion ceremony was held in May 2021, with 75 graduates. To date, the Baltimore VTC has trained over 1500 students.

Our Charlotte VTC now has a driving simulator for our CDL students, state-of-the-art HVAC training equipment and advanced automotive repair equipment. To date, it has trained over 300 students, with its most recent completion ceremony for 40 students on June 17, 2021.

The Philadelphia VTC had its grand opening on April 7, 2021 with a stellar group of city and state officials attending. The following week it began training over 40 students in Culinary Arts and HVAC repair. Tentative plans are to add CDL training in the Fall.

After months of searching for a commercial site for our Raleigh location, we finally found an appropriate building close to public transportation that is perfect for our use. Our first cohort in Raleigh began in mid-April 2021 and we “graduated” ten students on June 30, 2021, and five of them have already received their Federal Aviation Administration to fly commercial drones. Future cohorts may include CDL, Construction and/or Culinary Arts.



As part of our growing program the VTC has also launched a new website:  
[vtc.ncianet.org](http://vtc.ncianet.org)

## Youth In Transition School



After navigating the difficulties of remote learning, the YIT School was still happy to graduate 8 students last year! Congratulations to you all and best of luck in your future endeavors.

Currently, staff and faculty are excitedly preparing for and anticipating Monday, August 30<sup>th</sup> for the beginning of the 2021-2022 school year and the return to in-person learning!



**Back to the classroom**

# Corporate Quality and Compliance



The Compliance & Quality Department is working with program leadership across the company and our IT Department to prepare for the upcoming year. Part of this new year will be a regular focus on topics that keep the workplace safe, electronic information secure and ensure that we are providing quality services at all times. This summer, there will be training and a focus on cybersecurity issues such as protecting the information for those in our programs. Stay tuned for more announcements in the future.

## Human Resources



NCIA open enrollment this year will take place from August 23 through August 31, 2021 check your NCIA email for more information coming soon.





Mark your calendars! NCIA will be hosting Flu Vaccine clinics at the CDP in September.

The dates for the Flu Vaccine Clinic are:

September 23 11 a.m. – 2 p.m.

September 24 11 a.m. – 2 p.m.

September 29 11 a.m. – 2 p.m.

September 30 11 a.m. – 2 p.m.

Clients and or staff who want the vaccine must bring insurance cards with them.

*\*\*Employees who are insured through Kaiser Permanente are NOT eligible for these clinics. Visit [kp.org/flu](http://kp.org/flu) for a full list of locations and to learn more\*\**

*Have a story?*

*NCIA is always looking for news about the growth of the company and the positive impact we make in the community! If you know of an employee, program, individual, or event that exemplifies the mission of NCIA, either in our work or volunteering in our community, we want to hear from you.*

*To submit a story please contact Stephen Cooke.*

*Email: [scooke@ncianet.org](mailto:scooke@ncianet.org)*

*Phone (call or text acceptable): 443-802-4867*



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