



community
solutions

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Allentown, PA 18101

Phone: (610) 435-3343 Fax: (610) 435-7211

May 26, 2011

Dear Selection Committee,

Please accept this nomination for Jill Hoch for the John Stein Memorial Employee of the Year Recognition Award.

Jill has been a dedicated employee of Community Solutions, Inc. since March 2002. When she joined the CSI team, the Pennsylvania Home-Based Program consisted of one supervisor (Jill) and two MST therapists. MST was the only program offered at that time and Lehigh County Juvenile Probation was the only referral source. Over the course of the past 9 years, the PA Program has grown to include approximately 40 staff and consists of not only MST but also Brief Strategic Family Therapy, Intensive Case Management and Intensive Family Preservation Services. Programming is offered in ten counties with several funding sources. With each of these program additions, Jill participated in specific program training in order to be knowledgeable about the new program, engaged referral sources and various community stakeholders and incorporated each new addition into the fold of the PA program with enthusiasm at the opportunity to offer a new quality program to families.

As the financial climate in Pennsylvania has changed over the years, Jill has met the challenge of maintaining current programs while also expanding. She has learned about the various Managed Care Organizations throughout the Commonwealth and currently works closely with Magellan, Community Care Behavioral Health and the Community Behavioral Healthcare Network of Pennsylvania. She has adjusted things through the shifting of some contracts from per diem rates to per unit rates, rate negotiations, balancing the need to meet state requirements, MST requirements and the managed care organizations' requirements, while at that same time, upholding the integrity of each program and ensuring that quality services were being provided to families. Jill's programs are audited annually by the PA Office of Mental Health and Substance Abuse Services, one of the Managed Care Organizations and some of the county referral sources. Jill is able to incorporate all feedback and new requirements that result from these audits into her programs and communicates effectively with the PA Program staff about the reasons for the changes and educates them on the new procedures.

Despite the high level of accountability that Jill has from external financial and quality assurance sources, she is also very focused on her internal responsibilities to CSI. She has repeatedly demonstrated her desire to be a true team player and helps out whenever there is an opportunity. When CSI implemented Seginus, the PA Program was the first to pilot this new software. Since PA was the first state in the Youth Division to accept Medical Assistance funding, Jill spent many hours working with the Louisiana Program Director when that state was introduced to this funding stream. Jill has worked with another Program Director to organize and facilitate regular calls so that the Program Directors in each state can have a scheduled time to talk as a team. She has also taken on the responsibility of being the point person for TAM related issues and serves as the liaison between Pioneer and all of the MST programs. Jill has interviewed candidates for several other states' programs within the CSI Youth Division and participated in the QCRR process in several states. Travel has never been a barrier for Jill pitching in to help her colleagues at CSI and she has willingly put her own

responsibilities on hold in order to travel to assist her colleagues. Jill does this with a smile on her face and with the agency's best interest at heart.

Jill is a truly unique person. She is honest in her interactions with people, says what is on her mind, admits to mistakes she makes and sees them as learning experiences, and no matter how many years she has been in an administrative role, she never forgets that the reason we are all here is to assist families in need. Jill welcomes the opportunity to meet families involved in our programs and has often attended team meetings and home visits when various out of the ordinary situations have arisen. Her non-judgmental way and engaging personality puts our clients at ease and it is obvious in watching their interactions with her that they trust her and feel valued at CSI. Jill's demeanor also makes the PA staff feel valued. When various staff was asked about how they viewed Jill, some of the feedback was that she is supportive, has an open door policy and that she seems genuinely concerned about them. They feel she genuinely cares how they are doing personally and helps them problem-solve and develop solutions for helping them balance personal and professional responsibilities. One Lehigh MST therapist had an opportunity to travel to the JJC Conference this year and saw Jill in a different role, one outside of the office. The therapist reported that when Jill was marketing programs at CSI, it was obvious that she was not just "selling a product" but that she truly believed in her programs and that her presentation of her programs and her representation of CSI was coming from her heart.

Over the past nine years, Jill has weathered many storms at CSI as things have grown and changed. Some changes have caused more growing pains than others. Jill has learned from all of these experiences and at some point, maybe not always immediately, has been able to reflect and see that all of these changes have helped her grow as a professional. One thing that has not changed has been Jill's commitment to CSI, her staff, and the families that we serve. Jill's presence has been a constant throughout the nine years that the counties have counted on. She has earned their respect through hard work, honesty, and dedication. Attached to this nomination are four external letters of support from referral sources in Berks, Chester and Lehigh Counties. Beth Fritz, Chief Juvenile Probation Officer in Lehigh County, submitted her letter in the form of an e-mail due to a time constraint that she was under. Ed Robbins, Chief of Juvenile Probation in Lycoming County, regrets that he was not able to submit a letter prior to the nomination deadline but asked that the following comments be included in the nomination. Ed stated that he would "definitely support Jill's nomination. Jill is a top-notch, quality employee and a great person."

Internally, many of us at CSI have had the good fortune of working with Jill for a number of years. Ashlee Stampf, MST Clinical Supervisor for Lehigh and Northampton Counties, wrote that Jill has a tough but fair attitude that helps get the job done. She is available to her employees and service population to meet their needs (even when on vacation). She has worked very hard to create the strong relationships with our stakeholders and is always looking to improve customer service. Rosemary Ramos, MST Clinical Supervisor for Monroe, Pike, Wayne and Wyoming Counties, backs up her support of this nomination by stating that Jill has always been supportive to her. Rosemary appreciates the support that Jill has given her over the years both professionally and personally and she also appreciates that Jill is available to Rosemary's staff. Last but not least, Rosemary is thrilled with the end result of Jill's efforts towards reorganizing the Monroe office! In sum, Rosemary said that Jill is "a wonderful human being". Megan Hunter, MST Clinical Supervisor for Lycoming, Clinton and Sullivan Counties, had the following to say in support of this nomination: I just wanted to give you an idea of my experience with Jill and why I think she is so appropriate for this nomination. Jill has incredible leadership skills. She is passionate and dedicated and she is able to motivate people with her passion for kids and families. I worked for her when she was working under John and not only do I remember what a loss it was for her when he died but I remember what a rock he was for her when he was alive. He truly was a mentor to her and she

soaked up everything he taught her. For me and my team, Jill is breath of fresh air. When she comes to our office, my staff loves to talk with her. She is supportive in so many ways and never turns us away if we need her. She has a tremendous amount of responsibility, yet she does not forget about the clients and their families. They are the reason she does what she does and she never loses sight of that. Her desire and willingness to be involved in helping therapists deal with client issues and help them to problem solve very difficult cases is incredible for someone in her position. I believe that Jill's ability to engage people and her professionalism and dedication are the reason that she has such strong relationships with stakeholders. She is honest and hard working and willing to do whatever is asked of her from a client, therapist, supervisor, or referral source. Jill has a great deal of integrity and stands by what she believes in and does not allow her programs to be compromised. Coming from her staff, that means a lot and is definitely recognized by my team. I don't know of an area that Jill does not go above and beyond. She is a great example to her supervisors and therapists.

Attached to this nomination are internal letters of support from Amisa Dacey, BSFT and ICM Supervisor, Greg Lindsey, System Supervisor, and Julie DePhillips, Associate Program Director for the PA Home-Based Programs. While we are not an overly creative group and this nomination is not being presented in a creative or clever package, our words are sincere and from the heart and we hope that you will consider this nomination.

We thank you for your time,

Ashlee Stampf, Amisa Dacey, Greg Lindsey, Julie DePhillips, Megan Hunter, and Rosemary Ramos



**Court of Common Pleas
of Chester County**

Juvenile Probation Department



Marietta Lamb-Mawby
Chief Juvenile Probation Officer

Donald Corry
Deputy Chief

May 19, 2011

Community Solutions, Inc. Nomination Committee
Community Solutions, Inc.
4 Griffin Road North
Suite 100B
Windsor, CT 06095

Dear Community Solutions, Inc. Nomination Committee,

I am writing to express my support for the nomination of Jill Hoch for the John Stein Memorial Employee of the Year Award. It is my understanding this award recognizes outstanding employee contributions toward the mission of Community Solutions, Inc. (CSI) and to continue the memory and service of Mr. Stein.

In 2008, I met Ms. Hoch. Ms. Hoch was integral in bringing multisystemic therapy (MST) to Chester County. She presented as a very personable and vibrant helping professional, who was obviously committed to promoting and following the mission of CSI, by delivering MST to at-risk adolescents and their families. She truly believes in MST and what outcomes can be achieved.

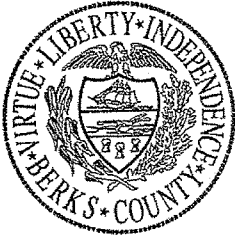
Since 2008, her commitment to quality service delivery has remained most important and my initial impressions have not waned. Ms. Hoch continues to impress me as someone who is truly invested in facilitating positive change in the lives of the families and adolescents CSI serves. The manner in which she represents herself and CSI is to be commended.

In closing, based on her commitment to CSI and her belief in MST, I firmly believe Ms. Hoch is deserving of the nomination. I thank you for the opportunity to consider my opinion. Please feel free to contact me at 610-344-6342 with any questions.

Sincerely,

Jay Leamy
Placement Supervisor

Chester County Justice Center
201 W. Market Street
PO Box 2746
West Chester, PA 19380-0989
Telephone (610) 344-6295
FAX (610) 344-5443 – Web Site: www.chesco.org



Court of Common Pleas of Berks County

Twenty Third Judicial District of Pennsylvania

Juvenile Probation Office

633 Court Street - 10th Floor, Reading, PA 19601
Robert N. Williams - Chief Juvenile Probation Officer
(610) 478-3200 Fax (610) 478-3251 or (610) 478-4955

May 24, 2011

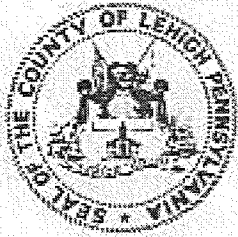
I am writing this letter to support the nomination of Jill Hoch for the John Stein Memorial Employee of the Year Award. In bringing MST to Berks County, PA I worked closely with John, meeting often with him here in Pennsylvania, and found him to be a smart, funny, and caring person. He was someone with whom I was able to form an instant bond. In interviewing several providers in our region who wished to provide MST to Berks County, he and C.S.I. were unmatched in their qualifications to deliver an effective service to the kids and families of Berks County.

Upon John's untimely death, I began working with Jill. While stepping into a very difficult situation at a very difficult time for not only the organization but personally for Jill, I found her to be professional and knowledgeable. She had many of the same personal qualities that John exemplified. Over the years Jill has proven to be a wonderful partner for Berks County. She is always available, is always looking for ways to improve the program, and is open to suggestions that will increase the effectiveness of services to the kids and families here in Berks.

I support the nomination of Jill Hoch for the John Stein Memorial Award and can only imagine how proud John would be of the work Jill has been able to do here in Pennsylvania.

Sincerely,

Jeffrey Grego
Deputy Chief
Berks County, PA Juvenile Probation Office



COUNTY OF LEHIGH
Department of Human Services
Office of Children and Youth Services

Pamela J. Buehrle, MSS
Director

Dear Ms. DePhillips:

It is an honor and a pleasure to provide this letter of support for Jill Hoch's nomination for the John Stein Memorial Employee of the Year Award. I have had numerous interactions with Ms. Hoch over the past several years in my current capacity as Program Analyst at Lehigh County Office of Children and Youth Services.

Ms Hoch demonstrates an ongoing dedication and commitment to the children and families served in Lehigh County. She ensures the safety, permanency and well-being of the children served on a daily basis through the application of her knowledge and skills in direct services and program administration in the field of child welfare.

She is ready and willing to try new and innovative ideas on behalf of children and families as demonstrated through the development of the Intensive Family Preservation and Casemanagement services now available to LCOCYS' families. She persevered through the growing pains of planning, implementation and evaluation, and did not succumb to challenges, thereby, making a successful program come to life.

In addition to all her knowledge and skills, Ms. Hoch has an exceptional attitude and an upbeat and optimistic disposition that makes her a pleasure to work with even in the most sensitive situations.

Sincerely,

Tina M Nakata MSW LSW
Program Analyst 2

Government Center
17 South Seventh Street
Allentown, Pennsylvania 18101-2400
Phone: 610-782-3064
Fax: 610-820-3640

Jill nomination

Elizabeth A Fritz [elizabethfritz@lehighcounty.org]

Sent: Thursday, May 26, 2011 3:08 PM**To:** Julie DePhillips - (PA)

Dear Julie,

It has come to my attention that Jill Hoch is being nominated for the John Stein Memorial "Employee of the Year" award. My understanding is that part of this award is to recognize an outstanding employee's contribution toward achieving the mission of Community Solutions; as well as other purposes. I am sending you this email in support of this nomination. For many years Jill has been a collaborative partner in all the efforts in Lehigh County to offer services that will impact change with our youth and families. She is readily available for conversations and meetings. She is an attentive listener and is always willing to consider changes to improve programming to meet our needs. I can always count on her to be straightforward and honest. She is very much in tune to the nuances that come with juvenile probation staff and she always appropriately remains open minded and works through any barriers that may occur. Jill stresses the importance of maintaining the fidelity of the programs that are provided by Community Solutions. She also holds her staff to high standards and always pays close attention to quality assurance issues. She is supportive of the efforts we make in Juvenile Probation and understands our need to be balanced in our approach. She supports the mission and vision in Pennsylvania and she is highly respected throughout the state. She is committed, dedicated and passionate and I trust her completely, do the right thing. That is what makes her so deserving of this award, her hard work and commitment to being the best that she can and working in such a collaborative way. I fully support this nomination.

Thank you,
Beth

Beth Fritz
Chief Juvenile Probation Officer
Lehigh County
610-782-3349

Jill Hoch has been my supervisor for the past five and a half years. I came to CSI fairly new to the supervisory role but under the direct guidance of Jill I believe that I have become a stronger, more well balanced professional and supervisor. From the very beginning Jill made it clear that I was always welcome to ask questions and pick her brain for ideas and suggestions or to vent and process when necessary. She had the experience of starting new programs so I immediately felt confident in her skills and abilities and to this day I have never been disappointed. I had the opportunity to watch as she continued to expand CSI across multiple counties throughout Pennsylvania. During this time she shared information about the process, always willing to teach, furthering my understanding of what it takes to develop and grow new programs. I gained more knowledge about the financial aspect of running multiple programs and I was also taught how to conduct interviews and handle HR issues. As time went on I was trusted with more responsibilities beyond my own program. As the nature of my position and role within the agency has shifted, I know that the one constant has been the trust and support I have in Jill. She is forthright and honest and regardless of the future of my position or programs, I will always know that she never steered me wrong and was always looking out for my best interests.

With everything that Jill does on a day to day basis, what becomes most evident is her dedication to CSI, the services we provide, the clients we serve and the professionals that work for and with her. There is nothing she isn't willing to do to go above and beyond her own job responsibilities. I have been there by her side as we helped a family move to a new home and she had no qualms about lifting heavy furniture or getting her hands dirty scrubbing walls and floors with everyone else. I have witnessed her taking phone calls from clients desperate for help and doing whatever she could to see that their needs were somehow met, no matter what. Her former clients from 7 and 8 years ago still come to visit because she left such a lasting impression on them and they continue to want to share their lives with her. This same treatment and open door policy is applicable to everyone she supervises. Jill is always willing to lend an ear or a shoulder to cry on and on multiple occasions employees have been comfortable enough to seek her out for personal support and guidance.

I had the privilege of meeting John Stein when he became our Area Director and I saw what a positive relationship he and Jill shared and what he meant to her. Unfortunately I also witnessed the completely devastating impact his death had on her. But she pulled herself together and took one step at a time to move forward and probably without even being fully aware, she has grown into the professional that John was teaching and shaping her to become. She is a strong, savvy, skilled leader who is also extremely humble and is the first to teach those around her how to take the one down approach.

I could not have hand picked a better supervisor and I cannot even begin to summarize what her leadership and support have meant to me. CSI is fortunate beyond words to have such an amazing program director who is so wholly dedicated to the mission.

Amisa Day

I would like to nominate Jill Hoch for the 2011 CSI John Stein Award.

I began working w/ Jill as System Supervisor in 2006. From the very beginning of working w/ Jill, she has worked diligently to create open communication and collaboration, not only with me, but with her staff, stakeholders, and other CSI personnel. Jill is an outspoken supporter and champion of evidence based models, and goes out of her way to seek new opportunities to serve Pennsylvania families. During tough economic times, she has worked hard to not only maintain the programs already in place, but to expand services.

Jill has consistently offered to support her staff and other CSI colleagues in program development, problem solving, and identifying ways to better the services CSI offers. She tells it like it is, but does so in efforts to resolve problems, not just identify them.

Jill displays a commitment not just to her programs, but to the best interests of the whole CSI family.

Greg Lindsey

May 25, 2011

Dear Selection Committee:

Jill was my supervisor when I joined the PA Home-Based team as a MST therapist in August 2002. With the exception of a two year leave from CSI, I have worked a total of 7 years with Jill and what a 7 years it has been! As my direct supervisor for the full duration of my time at CSI, Jill has encouraged me to challenge myself, seen potential in me at times when I did not see it in myself, and most of all, she has shown me the best example of being a true leader by leading not just in words but in action. Jill does not just talk the talk – she walks the walk. She asks nothing from her staff that she has not done or is not willing to do herself. She is hard-working and dedicated and during the times in PA when the going got rough, Jill stayed the course. She had the faith in CSI that things would get better and she was willing to be part of the solution to make it better. Jill has publicly said on more than one occasion, “I’m here for the long haul” and I believe she has shown this commitment to CSI again and again. Aside from my benefit of growing as a professional under her guidance, it has been a pleasure to see her own professional development and I am proud to nominate her for this award. I believe this award would be extra special to Jill because it is a memorial to John Stein. John had a way of mentoring Jill in a way that encouraged her to look at situations and people in a different way and to react to them in a different way. He used his years of experience and knowledge in the field to help a “greener” professional charter new territory. He helped her prioritize what battles were worth fighting and where to channel her energy and focus. He helped hone skills that he saw in her and he gave her confidence in times when she needed it. She valued the time and support that John put into the PA programs and all time she spent with John was time well spent. Obviously, Jill was devastated by John’s passing. But once again, Jill picked herself up, and honored him in the best way she could – by using everything he taught her to create quality programs in PA and to grow into a competent professional with a passion for what she does and who she serves.

I am proud to nominate Jill for the John Stein Memorial Employee of the Year Recognition Award and I cannot think of anyone more deserving.

Sincerely,

