A SEASON OF CHANGE
Dr. Marquita Furness Davis Named JCCEO Executive Director

The JCCEO Board of Directors named Dr. MARQUITA FURNESS DAVIS, currently Finance Director for the State of Alabama, to lead the Agency as Executive Director. Dr. Davis will begin her service on June 3, 2013, following a transition from her State Cabinet position.

“The Agency Board and staff could not be more pleased by this appointment and the return of Dr. Davis to JCCEO; her experience in Head Start, Pre-Kindergarten, and now in finance makes her the ideal person to take over as Executive Director,” said Reverend T. L. Lewis, JCCEO Board of Directors President, who announced that the Board voted at its May 2, 2013 meeting to extend an offer to Dr. Davis.

Mr. Kenneth Crenshaw, Chair of the Board’s Personnel Committee, said that the Board conducted a thorough search for a new Executive Director, and felt that Dr. Davis’ background and experience would allow her to move quickly into her responsibilities. “She knows the Agency’s operations and staff, and has demonstrated leadership here. She has a strong background in both management and operations.”

Dr. Davis said she “is delighted to be back at JCCEO,” where she formerly served as the Director of Head Start before being tapped by then-Governor Bob Riley to lead Alabama’s Office of School Readiness. “JCCEO has been an instrumental part of making our community stronger in so many ways, and I am proud to be a part of that,” said Davis. She continued, “The Head Start program has been a vital part of increasing school readiness for thousands of children, and I am excited to be able to continue ensuring that children receive the education and preparation they need to become successful citizens and employees of the future,” she said.

Dr. Davis was appointed as State Finance Director by Governor Robert Bentley in August 2011. She served as Finance Director during a time when the state has faced significant fiscal challenges, and she has been successful at meeting those challenges with a focus on outcomes and collaboration. Dr. Davis’ appointment as State Finance Director followed her successful service as Director of Alabama’s Office of School Readiness and “First Class,” Alabama’s voluntary pre-school program, a position to which she was appointed by Governor Bob Riley in January 2008. Governor Bentley renewed her appointment before elevating her first to Commissioner of the Department of Children’s Affairs in 2008 and later to State Finance Director in 2011.

Dr. Davis replaces former Executive Director Gayle Cunningham, who left the Agency March 19, 2013.

A family of hard-working, dedicated staff, partners, volunteers, and friends, JCCEO embraces this season of change and looks forward to continuing the JCCEO tradition of providing outstanding programs and services to the low-income residents of Jefferson County, Alabama.

Thank you, DR. MARQUITA FURNESS DAVIS, for accepting the torch of service at JCCEO.
I am a temporary JCCEO employee. Will I be compensated while off work on official Agency holidays?

Temporary and substitute employees or employees in leave without pay status will not be paid for official Agency holidays or administrative leave days.

Welcome Aboard!

FOCUS welcomes the following new staff members (August 2012 - May 2013) to the JCCEO family:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title and Division</th>
</tr>
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<tbody>
<tr>
<td>Ramon Brown</td>
<td>HS Teacher Aide</td>
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<td>Beverly Coleman</td>
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<td>Jacobi Commons</td>
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<td>Cassandra Frazier</td>
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<td>Kelly Grantham</td>
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<td>Denedra Hawkins</td>
<td>EHS Teacher</td>
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<td>LeA’Neshia Jackson</td>
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<td>KaKarrria Sturdivant</td>
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<td>Lawanda Minor</td>
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<td>Sherika Tolbert</td>
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<td>Gladys Murphy</td>
<td>HS Cook</td>
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<td>Dollgenean Turner</td>
<td>HS Program Secretary</td>
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<td>Ileana Perry</td>
<td>HS Cook</td>
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<td>Quintella Watkins</td>
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<td>Crystal Pollard</td>
<td>Health/Mental Health Assistant</td>
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<td>Amber Whitfield</td>
<td>EHS Teacher</td>
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<td>DeWayne Powell</td>
<td>HS Janitor</td>
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<tr>
<td>Janneshia Williams</td>
<td>HS Teacher Aide</td>
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<td>Shunta Johnson</td>
<td>EHS Teacher</td>
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<tr>
<td>Johnna Rembert</td>
<td>Nutrition Services Specialist</td>
</tr>
<tr>
<td>Shequetta Williams</td>
<td>HS Cook</td>
</tr>
</tbody>
</table>

Sysco Food Services of Central Alabama representatives were giving and gracious on April 13, 2013. They joined with Nutrition Services staff, Coordinator Kelly Grantham (below left) and Assistant Carla Hicks (below right) to express appreciation to our amazing JCCEO cooks. Headquarters auditorium was the setting for the doted-over JCCEO cooks who were treated to healthy and scrumptious cuisine (pork tenderloin, shrimp fried rice, kale salad, broccoli salad, sweet (See “Cooks,” page 8)
The JCCEO Asset Building and Housing Counseling Program conducts Homeownership Education Training to prospective low to moderate-income homebuyers and persons interested in the home buying process. For anyone who would like to become a first-time homebuyer, the prospect of homeownership doesn’t have to be a dream anymore. The JCCEO Asset Building and Housing Counseling Program can help make your dream a reality. Learn about what it takes to become a successful homeowner by attending the HUD-approved housing counseling program’s FREE classes. Contact Nadine Smith, JCCEO Asset Building and Housing Counselor Manager, at (205) 201-7500 for more information.

**HOMEOWNERSHIP: MAKING IT HAPPEN AT JCCEO**

JCCEO Energy Services customers are powered up. Through an automated call system and links on the agency’s website to schedule LI-HEAP appointments and to download and complete a JCCEO Energy Services Pre-Application form, those seeking energy assistance are being more timely served. The JCCEO Energy Assistance Program, managed by Coordinator Dorothy Crosby and JCCEO Community Services Director Ted Debro, serves an average of 200-250 clients per day. Thanks JCCEO! (Read more about JCCEO Energy Services, pages 9 & 12)

**PROGRESS IS POWER AT JCCEO ENERGY SERVICES**

JCCEO Energy Services customers are powered up. Through an automated call system and links on the agency’s website to schedule LI-HEAP appointments and to download and complete a JCCEO Energy Services Pre-Application form, those seeking energy assistance are being more timely served. The JCCEO Energy Assistance Program, managed by Coordinator Dorothy Crosby and JCCEO Community Services Director Ted Debro, serves an average of 200-250 clients per day. Thanks JCCEO! (Read more about JCCEO Energy Services, pages 9 & 12)

**FOCUS extends CONGRATULATIONS to each of the following staff for their educational accomplishments:**

<table>
<thead>
<tr>
<th>Masters Degree, Education</th>
<th>Associate in Applied Science (AAS) Degree, Child Development/Early Childhood Education</th>
<th>Child Development Associate (CDA) Credential</th>
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<tr>
<td>TEON MILLER</td>
<td>PAULA HICKS</td>
<td>SONYA CAPPS</td>
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<tr>
<td>Graduate with Distinction</td>
<td>KS Kingston</td>
<td>EHS A’Dear Day Care</td>
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<td>Eastern Cluster</td>
<td>TONYA JONES</td>
<td>SHARECIA CARPENTER</td>
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<td></td>
<td>HS Kingston</td>
<td>HS St. Joseph’s</td>
</tr>
<tr>
<td>Masters Degree, Human Services: Marriage and Family</td>
<td>MIA PAYNE Magna Cum Laude HS St. Joseph’s</td>
<td>BRANDON FOSTER</td>
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<td>Liberty University</td>
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<td>HS Festival</td>
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<tr>
<td>JANET SUMMERHILL</td>
<td>AAS Degree, Child Development Educarer Jefferson State Community College</td>
<td>JEREMY FREEMAN</td>
</tr>
<tr>
<td>Calloway Cluster</td>
<td>KEONDRA SANDERS</td>
<td>HS Festival</td>
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<td>MARYRTSA MARTINEZ</td>
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<td>Masters Degree, Educational Management</td>
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<td>Strayer University</td>
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<td>ALANA McALPINE</td>
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<td>KENDRICK TUBBS</td>
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<td>JOSA McDONALD</td>
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<tr>
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<td>University of Alabama</td>
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<td>ANGELA PURNELL</td>
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<td>SANDRA ABSTON</td>
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<td>HS West Center Street</td>
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<td>LeANDREW ROBERTSON</td>
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<td>HS Festival</td>
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<td>Associate in Applied Science (AAS) Degree, Child Development/Early Childhood Education</td>
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<td>SELETHIA SHEPHERD</td>
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<td>TAMARIAN CARTER</td>
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<td>HARRIET SHERROD</td>
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<td>WHITNEY SPEIGNER</td>
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<td></td>
<td>KATARUH WILLIAMS</td>
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<td>EHS Sherman Heights</td>
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HOOPERSVILLE HAS IT!
Easter Program/Fashion Extravaganza is Top Notch

The Hoopersville Senior Nutrition Center’s Easter Program was a morning delight to all in attendance, including the clients, their families, friends, and JCCEO staff. In a celebratory spirit, Mistress of Ceremonies Mrs. Carolyn Threatt was sharply dressed for her role, handling her duties with perfection and poise. On program and with awesome deliveries were: Mrs. Melvinia Bradford—Prayer; Mrs. Daisy Swift—Scripture Reading; Mr. John Cooper—A Song; Mrs. Pauline Washington—Reading of The Meaning of Easter; and Mrs. Virginia Smith—Blessing of the Food.

Well worth the wait was the program’s dynamite highlight, a wonderful fashion show featuring the Hoopersville Senior Nutrition Center clients. Moderators Mrs. Betty Eusery and Center Manager Grace Jones expertly described the outfits of the elegantly-dressed models, several of whom did not let their walkers impede their sophisticated struts. The models’ most outstanding features were their beautiful smiles and bubbly personalities.

Center Manager Grace Jones gave remarks of thanks when the catwalk extravaganza was over, recognizing her steadfast supporters—several of the clients and friends of the center. She also extended special thanks to program attendee and gospel recording artist Ms. Katie Sankey, who shared her soul-stirring gospel hits via a compact disc, just in time for a scrumptious lunch.

The Hoopersville Senior Nutrition Center Fifth Annual Easter program on March 28, 2013 was a beautiful precursor to Resurrection Sunday.

Many thanks to all program participants and the gracious clients of the Hoopersville Senior Nutrition Center. Thank you Center Manager Grace Jones. Thanks JCCEO!

Pictured below are the runway models, aka the Hoopersville Senior Nutrition Center clients! Enjoy!
Midfield Senior Nutrition Center Manager Geri Smith has bragging rights. Every week she is surrounded by a group of winners. The Midfield seniors are a happy-go-lucky, engaging and engaged group of elders who enjoy the benefits of social interaction and activities at the center, evidenced by smiling faces and lots of light chatter. Bingo games, swinging (dancing!) to the Blues, fellowshipping, breaking bread together, and hand-stitching pillowcase dresses for poverty-stricken girls in Haiti are just a smidgen of all that’s happening at the Midfield Senior Nutrition Center.

At the top of the center’s list of dynamo seniors are The Golden Girls—99-year-old Annie Harris, 95-year-old Maggie Bristow, and 90-year-olds Carrie Coleman and Willie Pearl Harris. These ladies are on-the-scene at Midfield, participating in the center’s activities, and soaking up attention from their awe-struck peers.

The Midfield center recently teamed up with Lavaiter Law, CSAPP Prevention Specialist, to advance her “One Stitch at a Time, Help a Child Today” mission to provide pillowcase dresses to girls in Africa and Haiti. The Midfield Senior Nutrition Center to join their worthwhile effort. The union has proven to be a success. The senior men and women became totally committed to the project and immediately went to work. Duncan George was the first senior to step up, (See “Dresses,” page 8)

At left, above left, and above right are marvelous Midfield seniors!

At right, Midfield seniors pose near lovely detailed dresses.

Beautifully accessorized, 95-year-old Maggie Bristow rocks a Bingo game!

Center Manager Geri Smith

Center Manager

Proud Project Manager Eloise Munford

At left, above left, and above right are marvelous Midfield seniors!

At right, Midfield seniors pose near lovely detailed dresses.

Colorful, prissy, and pretty dresses galore are ready for shipment to Haiti this summer.

Duncan George

Age is just a number for 99-year-old Annie Harris.

Age is just a number for 99-year-old Annie Harris.

Beautifully accessorized, 95-year-old Maggie Bristow rocks a Bingo game!

The Midfield center recently teamed up with Lavaiter Law, CSAPP Prevention Specialist, to advance her “One Stitch at a Time, Help a Child Today” mission to provide pillowcase dresses to girls in Africa and Haiti. (The JCCEO Underage Drinking Coalition, comprised of Birmingham’s West Goldwire, Hillman Gardens, Hillman, Tarpley City, Wenonah, Roosevelt City, Industrial City, and Grasselli Heights communities and neighborhood associations, is a JCCEO Community Substance Abuse Prevention Program project led by Lavaiter Law that provides alternative activities for and to support youth in transition and/or crisis, helping them to avoid alcohol and drug use and choose healthy behaviors. Specialist Lavaiter Law said adults were needed for additional support in the dress-making venture and solicited the Midfield Senior Nutrition Center to join their worthwhile effort. The union has proven to be a success.) The senior men and women became totally committed to the project and immediately went to work. Duncan George was the first senior to step up, (See “Dresses,” page 8)
P-3 (Positive Pathways Program) & Futures Staff and mentors are pictured above at the G. Ross Bell Detention Center. Mentoring in Detention was launched during a holiday event at the center that serves 34 males and one female. The keynote speaker was 24-year-old Genarlow Wilson, an exonerated motivational speaker for youth behind the walls. P-3 mentors gave testimo-

SEEKING EXCELLENCE:
A Journey, Not a Destination

With his bell rung, a beaming Birmingham Mayor William Bell’s message to the JCCEO 2012 Agency-wide Pre-Service Meeting audience included a bright future for the city and much praise and gratitude for JCCEO and the agency’s long-term and continu-
ing contributions to the Jefferson County community…

“It takes all of us working together to make Birmingham a city we can all be proud of. It is time to reener-
gize, recommit ourselves to improve the quality of life in Birmingham. The legacy that you [JCCEO] uphold should be lifted up every day. Let’s make this year the best year you’ve ever had!”

Mayor Bell’s expressions of promise and pride, on behalf of JCCEO Board President Rev. T. L. Lewis and the Board of Direc-
tors, came on the heels of:

- An on-point welcome and audience warm-up from Master of Ceremonies and Community Services Director Ted De-

  bro… “Continually strive for excellence, JCCEO!”…who also emphasized the agency’s theme for the year— Seeking Excel-

  lence: A Journey, Not a Destination.

- Mr. Debro’s introduction of Transportation Assistant Rev. Roderick Holt…“He has been an ace in the hole to pull the 

  Kingston community forward.”

- An uplifting invocation from Transportation Assistant Rev. Roderick Holt… “We ask you, Father God, stop by and be in 

  our midst. Instill in us harmony that if we have any differences among us, we can lay them aside, come together, work together 

  that this might be the best year ever at JCCEO;”

- Spellbinding excerpts from Lily Vine by the 2012 JCCEO YES Ambassadors, including rapping and singing perform-

ances of Somewhere Over the Rainbow, Take Courage My Soul and Let Us Journey On, and You’re the Greatest; Can You Feel 

It?” The mini performances of the in-demand summer pro-
duction, led by Director and UAB senior Brandon Sigler, 

received thunderous applause from the audience.

A healthy JCCEO is better equipped to advocate for and serve the low-income people of Jefferson County. Bringing this to the forefront at our Striving for Excellence meeting was invited guest
GROWING UP GREAT AT JCCEO!

In September 2012, JCCEO announced its participation in the PNC Grow up Great Initiative, a collaborative partnership with Childcare Resources and the McWane Science Center. The nonprofit entities joined with PNC Bank to create a two-year, pilot early learning initiative that supports the science education needs of young children in our community. This collaboration of partners was formed to improve early science learning through professional development for teachers and increase access to community science resources for children and families, with project design goals of assuring the success of our target group of Head Start children, their teachers, and their parents; encouraging a love of learning in young children; supporting parents and helping them realize how critical their role is as their child’s first teacher; and effectively engaging young children in science and the scientific learning process, an engagement that is hoped to lead to their academic success in elementary school and beyond.

One of JCCEO’s core programs is the Head Start Child Development Program. For year one, the target audience for this initiative has been 23 Head Start classrooms (two clusters). Year two will include an additional 20+ classrooms for a total of approximately 45 classrooms over two years. Through this pilot project, 46 lead teachers and aides, two education specialists, and over 400 children and their families each year (with a total of approximately 90 teachers and aides, four education specialists, and well over 800 children and families over the two-year grant period) will be served.

The first year has created excitement and learning opportunities:

- Childcare Resources provided science training for the project teachers and aides, classroom training activities, and materials for 15 theme kits that the teachers are using in the classrooms.
- Funding also provided for materials for additional science exploratory lessons in the classrooms.

The Cleaning Club of HS St. Francis was organized by Family Services Worker Shawna Bufford two years ago for staff at the St. Francis cluster. Each participant provides a $6 cleaning/household product for a pre-established time period. The products are collected and stored. Every month, a participant’s name is pulled from a lottery of participants’ names and is given the collection of cleaning/household products. That participant’s name is then removed from future lotteries for that time period. The drawing continues until every participant has received a supply of cleaning/household products. “This is a fun way to help co-workers out in stressful economic times,” said Ms. Bufford.

Maryland native ELISE GROSSFELT loves books. An avid reader, Elise decided to perform a charitable deed to satisfy requirements for her Bat Mitzvah (the Jewish rite of passage when girls become age 13) and supply children who need them with books in their homes. With her family’s support, the 13-year-old began a book drive, collecting over 2500 books!

Elise and her mother Vivian Gabor, who formerly lived and worked in Birmingham, were inspired by JCCEO’s great programs and services and selected JCCEO Head Start as the organization of choice to receive Elise’s book drive donation during the holiday season. Elise and her mother were warmly welcomed in December 2012 at the JCCEO Head Start Arrington Center. After visiting with and reading to the HS Arrington children, Elise and Mrs. Gabor were ushered into the Headquarters auditorium for a surprise brunch and fellowship. Mother and daughter were then transported to HS Festival where they met up with

(See “Elise,” page 8)
Jim Gabor, who motored the truckload of books to Birmingham the prior weekend. Once again, Elise read to the children, in addition to taking part in a televised interview with a CBS-42 news reporter.

Thanks Elise. Thank you Jim and Vivian Gabor! Thanks JCCEO!

PNC Bank provided a planetarium, a transportable dome, that was taken to each cluster. Children were able to sit inside the dome and view a night sky while Big Bird narrated stories.

Participant families received a year-long pass to the McWane Science Center in addition to two free opportunities for the children to visit the center with their cluster.

The culmination of the project’s first year was a family night for children and their parents at each cluster, during which they had hands-on experiences with science experiments that were set up at various stations in the classrooms.

The JCCEO Family remembers in prayer

RAYANTHNEE (“RAY”) PATTERSON
Community Services Asset Building and Housing Counseling Coordinator

who passed away December 20, 2012.

They did it again!

After recently acing a monitoring review by the Alabama Department of Mental Health, JCCEO Community Substance Abuse Prevention Program (CSAPP) has been recertified for another two years.

Congratulations CSAPP Coordinator Dr. Jarralynne Agee and the CSAPP team!

Bringing the first pillowcases to be cut from a special pattern and sewn. Eloise Munford was the project overseer and, along with other management duties, strategically displayed the finished dresses on the walls of the center. Center Manager Geri Smith is elated that the good-natured seniors are contributing their talents and services for children in dire need. “Everyone has been involved to help the girls in Haiti.”

JCCEO salutes CSAPP and the Midfield Senior Nutrition Center! Many thanks to Lavaite Law, Geri Smith, and the mighty Midfield seniors! Well done.

Enjoy FOCUS in color @ www.jcCEO.org!
### Presidential Voting Results for JCCEO Head Start Centers

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<th>PRESIDENT OBAMA</th>
<th>GOVERNOR ROMNEY</th>
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### BACK TO THE “FUTURE”

Midfield Energy Services received extra love in the month of February. Read more below!

I am a 63-year-old grandmother raising grandchildren on a fixed income. I have chronic health issues. I applied for and received assistance to pay my heating bill. I want to make you aware of the fact that the customer service team at the Midfield office has been very compassionate and professionally cordial while working with me. I give special thanks to Rhonda Cummings for being the kind and caring person she represents herself to be. She is a cut above most customer service reps (See “Future,” page 10)

### BITS & PIECES

**PY2011-2012 Outcomes**

- 376 # individuals who received Home Ownership Education
- 146 # clients who received individual HUD-approved Housing Counseling services
- 349 # individuals who received Mortgage Default & Mortgage Delinquency education
- 1,647 #children who received Head Start services
- 314 # pregnant women, infants, & toddlers who received Early Head Start services
- 162 # seniors who received JCCEO Senior Nutrition services
- 368 # Breakfast Clubs and YES Ambassador Participants
- 474 # ARRA Weatherization homes completed
- 21,804 # LIHEAP heating & cooling grants awarded and totaling $6,895,903
- $120,670 Total of 515 grants awarded to households through ABC Trust
- 18,500 # youth participants in City of Birmingham Division of Youth Services
- 627 clients/245 families received JCCEO HPRP services
- 210 # individuals who received CSAPP counseling
- 75 # youth who received Positive Pathways Program (P3) services
- 38 # disabled results who received Adult Day Health Care services

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Thanks Kiwanis Club gentlemen, for reading to our Head Start Arrington children in December 2012!

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The JCCEO Energy Assistance staff are cancer-aware. Staff members Linda Austin, Crystal Grace, Nicole Massey, and Tycheia Owens (not pictured) participated in the October 2012 Cancer Awareness Walk. Members of the Energy Services staff led by Coordinator Dorothy Crosby, offered energetic moral support to their fellow co-workers, all posing for a group shot on left. Thanks Energy Services! You walk; JCCEO rocks!
and FMS Pharmacy owner Mr. Patrick Devereux, who introduced the National Consumers League Script Your Future campaign, a coalition of healthcare professionals, consumer groups, and community groups that seeks to improve healthcare literacy by empowering people to make good decisions about their health and wellness, removing barriers that patients have in taking their daily medication. "Improving healthcare literacy leads to greater healthcare outcomes and quality of life," said Mr. Devereux. Script Your Future assists seniors and community members in completing patient medication cards to help them take their medication as directed.

Former JCCEO Executive Director Gayle Cunningham delivered the State of the Agency (see Bits and Pieces on page 9 for some of the agency's program year outcomes). With over 31 years of public service under his belt, the agency-wide meeting's guest speaker was a perfect choice in every way. As a graduate of the JCCEO Head Start Class of 1966, he is a Head Start star. He dedicated his life in a profession to serve and protect the welfare of others, not unlike the work we do at JCCEO. Michael A. Holt, the son of Disabilities Assistant Earnestine Adams and brother of Transportation Assistant Rev. Roderick Holt quieted and inspired the audience with his story of faith and perseverance.

"I commend you on the work that you're doing in this community," said Mr. Holt in his opening statements.

He then shared about a village of individuals, including teachers at JCCEO, who were instrumental in prodding him to be excellent and to strive for great things. "I was blessed and highly favored when I was born. There is no way on this earth I could have made it without people pushing me. In my mind, I could do all things."

Reminded of the impact of support from others on his life, Mr. Holt urged the audience to "encourage our kids to accept help from wherever they can get it."

"There are three things that will help you to make it in this world: respect...people don't have to like you but make sure they respect you and your work ethic; responsibility...you have to be responsible for your actions; and reputation...when I first applied for employment in this encouragement business, my potential employer went back and began with my childhood roots to question everyone they could who had come in contact with me about me — teachers, classmates, neighbors, etc. My history was not perfect but it was decent enough. My whole success is based on faith, God's grace."

"There are opportunities put before me," Mr. Holt said, "that I never would have picked for myself. I say these things because I want to stress that people like you can do for people like me. With good things come good things. Push people up; don't push them down. Pull them up; don't pull them down. I hope you understand my story."

We at JCCEO understand and heard your story, Mr. Michael Holt. Thank you for sharing with the JCCEO family.

Following Mr. Holt, retiree Alma Green, who joined the agency in 1967, was presented with a beautiful crystal plaque for 45 years of outstanding, dedicated service. Recognition for staff achievements (page 3) and door prizes ended the business of the day for the fab agency-wide meeting.

LAUGH OUT LOUD JCCEO!
(Info from www.myhumor.org)
A woman phoned her dentist when she received a huge bill.
"I'm shocked!" she complained. "This is three times what you normally charge!"
"Yes, I know," said the dentist. "But you yelled so loud, you scared away two other patients."
JCCEO IN-LAWS

Property Manager—Handle your assigned office equipment and furniture with care and keep your workspace neat, clean, and absent of debris, clutter, and trash to help maintain our properties and make them inviting and comfortable for our customers.

Paramedic—Expect to react with life-saving skills in case of a customer emergency. Strive to revive outstanding customer service.

Caretaker—Look out for your cubicle neighbor. We must care about each other. If one of us is broken, so is the JCCEO family chain.

Decision-Maker—Make careful, smart decisions while performing your work, with a goal of providing best services to our customers.

Guardian—Safeguard confidential information as required by JCCEO policy. The information you save may be your own.

Adjuster—Be amenable to adjusting your workload, schedule, workday, etc. to get the job done as efficiently and effectively as possible.

Accountant—Be accountable for your own actions and honest mistakes. Be responsible for and learn from your performance ups and downs. Perfection does not exist.

Liaison—As a JCCEO employee, you are a middleman, the link that connects JCCEO resources with our clients.

...AND OUT-LAWS

Naysayer—When all is well and when all is not well at JCCEO, be an ambassador of hope and goodwill. Squash the negative. Accentuate the positive.

Spendthrift—A penny saved is a penny earned. Be frugal during your business travels and in your use of office supplies and other agency resources at your disposal.

Slacker—Hard work pays off for you as an employee and for the agency. Come to work to work. Develop a work ethic that is second to none and watch your seeds of job dedication thrive and grow!

Ingrate—Plus-size your gratitude. Be grateful for your employment opportunity. Be of good cheer and stand tall with a posture of appreciation.

Manipulator—Whining and complaining about your work assignments? Pushing your job duties off on your co-worker? Not a good idea if you wish to be crowned team player.

Procrastinator—Why put off until tomorrow what you can accomplish today? Have a spirit of outstanding service delivery to our customers, and a sense of urgency about performing the task at hand. Just do it JCCEO!

Mascot—Being a team player does not mean being the team mascot. You want to be taken seriously as a hard-working employee, not someone who regularly shows up and shows out.

As part of the Healthy Marriage initiative at JCCEO, a café style setting was created in the Headquarters auditorium (below) for parents to come and carry on casual discussions about relationships at home and in the community while enjoying dinner and complimentary childcare. According to Parent Involvement Coordinator Michelle McAlpine, the February event was a great experience for the families. More to come!

The Family Services Component is busy preparing 2,700 Pre-Screening folders containing the enrollment packets for JCCEO Head Start-Early Head Start-Pre-K children and families. The Pre-Screening folders have information parents will complete, including the DHR Child’s Preadmission Record, family assessment form, nutrition record, special dietary needs form, uniform dress policy, health record, home/health record, authorization forms, and other information that is required for all children to enroll and participate in the success-driven program.

Many thanks to Edsel Massey and the JCCEO Family Services team! You are top-notch!

TO HAVE AND TO HOLD

Follow the green-bricked road to the JCCEO Community Services Kingston Center in June 2013 to learn about the keys to becoming financially solvent. Household solvency is a measure of how well you are able to fulfill your short-and long-term financial obligations. The four sessions to be held at the center will examine the attendees’ assets and liabilities in determining their overall financial health. Topics will include budgeting, banking, credit, money matters, and paying yourself first. Full attendance is required at all four classes to receive a Certificate of Completion. Session dates are June 3, 10, 17, and 24, 2013/9:00-11:00am or 5:30-7:30pm. Contact Phyllis Hagler at 205.201.7500, ext 6318 for additional information.
JCCEO customer satisfaction boxes are now on location at JCCEO sites. The boxes are locked to ensure JCCEO clients and visitors can freely express their views regarding JCCEO customer service.

JCCEO staff should encourage site visitors to complete a customer satisfaction card. The feedback from our valued customers will help us to better know our strengths, weaknesses, and areas needing improvement, all in an effort to provide our best services to the community and those we serve.

FEEDBACK FRENZY at JCCEO

College attendance and graduation are widely accepted as the surest route out of poverty. The JCCEO Head Start-Early Head Start Scholarship Fund was created in the mid-1990's to provide assistance to JCCEO Head Start children who would finish high school and later go on to college.

The first (32) JCCEO Head Start scholarships were awarded in May 2011 to eligible, college-bound, high school graduating seniors in Birmingham and Jefferson County, Alabama and students that were enrolled in college. An additional 28 JCCEO Head Start scholarships were awarded in May 2012 to JCCEO Head Start alumni who are attending Alabama colleges and universities. Applications are now being accepted for the 2013 JCCEO Head Start-Early Head Start scholarships.

ENERGY SERVICES—MIDFIELD AND KINGSTON CENTER ARE SERVING OUR CLIENTS WELL!

Recent feedback data from 551 customer responses is below.

To further enhance customer service, JCCEO staff should ensure JCCEO Service Listings are on location and available for our customers, reference to our customers the JCCEO website for additional information about our programs and services and links to other helpful community action resources, and provide useful information and referrals to help those seeking assistance.

1) If feedback cards are needed at your location, and/or
2) If customer satisfaction boxes have not been placed/installed at your JCCEO site, including each HS classroom.

Survey Statement/Question | % Yes | % No
--- | --- | ---
When I entered the building, I felt welcome. | 97% | 3%
The facilities were clean. | 99% | 1%
I was helped in a timely manner. | 97% | 3%
I was treated with respect. | 98% | 2%
I was informed about JCCEO and other community services. | 89% | 11%
Were we able to serve you? | 98% | 2%
I would recommend JCCEO to family and friends. | 97% | 3%

CONGRATULATIONS
JCCEO Head Start-Early Head Start 2012-2013 End-of-the-Year Give-Away

Supporting the
JCCEO HEAD START-EARLY HEAD START SCHOLARSHIP FUND

1st Prize
CHARLES HENRY
32” LCD/HDTV

2nd Prize
TIARA WILLIAMS
$250.00

3rd Prize
ANDREANNA RUFFIN-BOGAN
Next Notebook

College attendance and graduation are widely accepted as the surest route out of poverty. The JCCEO Head Start-Early Head Start Scholarship Fund was created in the mid-1990’s to provide assistance to JCCEO Head Start children who would finish high school and later go on to college.

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Are You a Peacemaker?
(Info from a FOX6 WBRC-TV Editorial)

Ask yourself: Am I engaged in creating solutions or creating problems? Do my words and actions support strong character or are they destructive in nature? Take the 4-way test below, a creed that was adopted in 1942 by Rotary International and became the organization’s standard for business management ethics.

Is it the truth?
Is it fair to all concerned?
Will it build goodwill and better friendships?
Will it be beneficial to all?

When making a business or personal decision, take the 4-way test before acting on that decision and influencing others. If it passes the test, full steam ahead JCCEO!

JCCEO “H E I R” FORCES

HISTORY EXECUTIVE RESOURCES
LEADERSHIP INNOVATIVE
PROGRAMS & SERVICES

Enjoy FOCUS in color @ www.jcceo.org!

Please contact Vie Mims @ 327-7541 or vmims@jcceo.org

1) if feedback cards are needed at your location, and/or
2) if customer satisfaction boxes have not been placed/installed at your JCCEO site, including each HS classroom.