

WHAT'S INSIDE:



South African educators making a difference  
Leading the diversity discussion

PAGE 2



Saluting advocacy, independent living, & exemplary service  
Expanding diversity initiatives

PAGE 3



NAC welcomes staff; establishes ASD clinic  
Q&A with Dr. Jane Carlson

PAGE 4

## Celebrating the people and programs



Issue 2 | Spring/Summer 2006



## Celebrating Diversity

*Diversity! It's everywhere, and everyone defines it differently. Creating a one-size-fits-all definition can prove challenging because diversity is as much about similarities as it is about differences. Here at May, our diverse workforce reflects our mission and values and contributes to the success of the organization. This special issue of at May is proudly dedicated to celebrating the diversity of May Institute.*

Look around your workplace and your community, and it is evident that the world around you is changing. The 2000 Boston census reports that the once-majority Caucasian population has become the minority, now representing 49% of the total population. Our workforce is becoming more and more ethnically and racially diverse.

"This increase in a diverse workforce creates additional opportunities for May Institute," said **Deloris Tuggle**, Director of Human Resources. "As a leader in the human services field, we seek out qualified workers from all backgrounds, defined not only by race or ethnicity, but by age, gender, sexual orientation, physical ability, and the myriad other factors that define us as individuals. We will continue to seize opportunities to increase diversity at all levels of the organization, recognizing the experience, perspective, and talent that come with a truly diverse workforce."

Because we have more than 2,000 staff members at May Institute, we have more than 2,000 ways to approach our common goal of making the lives of others better. Last year, 43% of the Institute's new hires were people of color. We look to these individuals — and to *all* who join our programs across the country — to help us make our organization better and stronger.

*continued on page 2*

## California School Joins May Institute Network



The Bay School of Santa Cruz, Calif., a year-round school for children with autism, has become the Institute's sixth May Center for Child Development.

"We are delighted to partner with the professionals at The Bay School who share our commitment to providing research-based educational programs and services," said May Institute President and CEO **Walter P. Christian**, Ph.D., ABPP. "This expansion enhances our ability to help individuals across the country with autism and other special needs reach their highest potential."

"The Bay School's staff and supporters are very excited about this collaboration," said **Ethan Long**, Ph.D., BCBA, Executive Director of The Bay School. "It will allow us to provide additional programs and services and reach more children and their families throughout California."

May staff extends a warm welcome to our West Coast colleagues. ☺

At May Institute, we consider the individual employees who make up our diverse workforce to be our greatest resource. To us, diversity means building a team of employees from all walks of life who have the skills, expertise, and potential to provide the highest quality services available. It means creating career paths for those who want to excel. It

*“We will continue to seize opportunities to increase diversity at all levels of the organization, recognizing the experience, perspective, and talent that come with a truly diverse workforce.”*

Deloris Tuggle, M.S.  
Director of Human Resources

means integrating, celebrating, and never neglecting our diversity efforts. It means that the actions we take are much more important than the words that define them. It means we can each make a difference. ●

## GLOBAL SEARCH: South African Educators Making a Difference

In 2001, May Institute initiated a global search for educators who wanted to make a difference in the lives of children with special needs.

Two South African educators, **Nkululeko “Freedom”**

**Mpofu** (l), then principal of an 800-student middle and high school, and **Mothusi Diseko** (r), vice principal of a 900-student elementary school, pursued the opportunity.

“I thought, ‘This is another phase of education, and I will take a chance,’” said Mothusi. “There were about 150 people at the interview. Six were chosen.”



Mothusi and Freedom now work as a teacher and senior teacher to children with autism at the May Center for Child Development in Randolph.

“I enjoy working with the kids... the diversity of their

behaviors is very interesting. I continue to learn so much from them,” said Freedom. “One day I’d love to continue this work in South Africa.”

“You know,” said Mothusi, “I saw people giving their time and their skills to help the children and doing all this with a smile. I thought, ‘If they can do it, I can too.’ Now, I am here teaching others how to do it.” ●

## TRAINING DEPARTMENT LEADS DIVERSITY DISCUSSION

May Institute’s Corporate Training Department has introduced an expanded diversity discussion into its new hire orientation.

Emphasizing respect, open communication, and understanding, this training initiative is part of our ongoing commitment to diversity.

The framework of the new diversity discussion is based in part on May Institute’s Standard of Conduct which states, “May employees are dedicated to the principle that all consumers, employees, and guests deserve to be treated with respect, dignity, and courtesy.”

The discussion also utilizes the diversity initiatives set forth by the Committee on Accreditation of Rehabilitation Facilities (CARF).

CARF is an international non-profit accrediting body that provides accreditation in the human services field. Accreditation by CARF indicates that an organization provides quality services and delivers positive results.

In order to earn CARF accreditation, an organization must demonstrate that consumers are treated with respect and dignity, have access to needed services, and are able to exercise informed choices.

In keeping with these beliefs, CARF solidifies its commitment to diversity by applying standards which relate to diversity, nondiscrimination, and accessibility. These standards require sensitivity to the racial, ethnic, and cultural beliefs of people receiving services.

May Institute has worked with CARF since 2002 to ensure respectful and quality care to all people served at its nearly 200 locations in 18 states. This partnership continues, as the Institute is well on its way to having all its CARF-eligible programs accredited by 2007. ●

# May Institute Salutes:

## Outstanding Advocacy

**Atasha Murray**, Case Manager for May South's TAPP program, was nominated by the National Association of Social Workers, Georgia chapter, as an "Outstanding Social Worker in the Area of Advocacy." Atasha met



Georgia Governor Sonny Perdue at the capitol and attended a banquet for the first African American Dean of the Social Work program at the University of Georgia. She appears above with the Honorable Justice Robert Benham, who serves on the Georgia Supreme Court.

## Independent Living

Michelle, a member of the May Center for Adult Services, was recently honored at a Massachusetts State House ceremony celebrating the move from her family's home into a May Center residence in Westfield, which offers more independent living.

She is pictured with (l-r): Chris Lynch and Diane Lavoie, Springfield/Westfield Area Office, DMR; **Rachel Fox**, May Institute; Lee Ciszewski, Fam-



ily to Family; Madeline, Michelle's Mother; Michelle; Martin, Michelle's Father; and Gerald Morrissey, Jr., Commissioner, DMR. 🍷

## Expanding Diversity Initiatives

**Deloris Tuggle**, Director of Human Resources, and **Kim Newton**, Human Resources Coordinator in Revere, joined 15 colleagues from other provider agencies at the Massachusetts Department of Mental Retardation Metro West Region's "Diversity Train the Trainer" program. Both received certificates of completion.

During this six-week training program, participants learned how diversity awareness and training can enhance their respective agencies. They focused on how understanding diversity can enhance the services that organizations deliver, ensure better appreciation of our rapidly

changing multicultural society, and positively affect the future of services delivered to the individuals in our organization's care.

May Institute will expand its diversity initiatives by including diversity training in its new management training program. This training will engage participants in vital discussions about how our cultures and backgrounds influence our experiences in the workplace, how sustaining a diverse workforce can further contribute to May's success, and the role each of us must play in creating and maintaining an inclusive workplace. 🍷



# 5 notable achievements

*May Institute's Board of Trustees honored five employees with the Trustees' Fund Award. The award recognizes staff who exemplify the organization's ideals of service and professionalism. (Pictured l-r):*

**Annie Willis** is a classroom supervisor at the May Center for Child Development in Randolph. She works to create an environment where students with autism and other developmental disabilities can successfully learn and thrive.

**Anastasia Kamiri** is a day developmental specialist at the May Center for Adult Services in Revere. She coordinates social activities for elderly adults with disabilities and assists them in maintaining self care and other independent living skills.

**David Harris** is a residential program specialist at the May Center for Adult Services in Springfield. He works to improve the lives of individuals with autism, mental retardation, and challenging behavior disorders.

**Helen Moore** is a residential program coordinator at the May Center for Community Services in Connecticut. She oversees the daily living activities of women with mental retardation and psychiatric disorders.

**Denise Hauer** is a care broker for May Institute's Children's Services program in Fall River. She provides support to local children at risk for psychiatric hospitalization or residential placement.

# FACES at MAY



During a recent conversation with Jane Carlson, Ph.D., BCBA, Clinical Director of the May Center for Child Development in Randolph, we talked about diversity as it relates to children with autism and their families.

Is autism more prominent in one culture or race than another?

It does not seem to be. Studies show that autism is an “equal opportunity disability,” in that it occurs at essentially the same rate across all groups.

How do cultural demographics affect the diagnosis and treatment of children with autism?

Clinicians know that early diagnosis and treatment are essential. We get our best outcomes when we get kids into programs at a very young age. Unfortunately, statistics show that a child in the U.S. is more likely to get an early diagnosis if he or

she is Caucasian and from the middle class than if he or she is from a different race or lower socio-economic class. The reality is that many children of color attend school districts that are under-funded. Consequently, these children don’t always have access to the range of services that their white, middle-class counterparts have available to them.

How might a family’s cultural or ethnic background affect clinical practice?

One of the hallmarks of good treatment is family involvement. Clinicians must therefore understand a family’s cultural and/or ethnic background in order to most effectively help their child.

Likewise, when developing an Individualized Education Plan (IEP), they must be aware of and sensitive to a family’s background and beliefs; different cultures have different expectations about a child’s behavioral, educational, and social skills based upon age, gender, etc.

Where can parents and families access information about diversity in relation to developmental disabilities?

Demographic statistics about various disabilities are available from the Department of Education and the Department of Health and Human Services. The American Association of Mental Retardation is another resource. ●

## NAC WELCOMES STAFF; ESTABLISHES ASD CLINIC

Susan M. Wilczynski, Ph.D., BCBA, has been named Executive Director of the National Autism Center (NAC).

In her role, Dr. Wilczynski chairs the National Standards Project, collaborating with experts from around the country to establish standards for the treatment of autism. She also oversees all NAC programs and services.

Prior to joining NAC, Dr. Wilczynski developed and directed an intensive early intervention program for children with autism spectrum disorder (ASD) at Munroe-Meyer Institute at the University of Nebraska Medical Center.

Working with Dr. Wilczynski is Jennifer Phillips, Ph.D., a licensed child psychologist who specializes in autism and conducts the ASD Clinic’s formal assessments. Dr. Phillips joined NAC from Stanford University Medical Center, where she was the Attending Psychologist for the PDD Assessment Clinic. ●



## Confidentiality Consciousness: PHI Must Be Protected

The Health Insurance Portability and Accountability Act (HIPAA) requires all May Institute employees to reasonably protect all Personal Health Information (PHI) when sending e-mail outside the organization (i.e. to an external e-mail address).

PHI written as plain text in an e-mail message is

not protected and can be easily intercepted when transmitted over the Internet. Consequently, all PHI must be contained in a password-protected document, such as Microsoft Word or Microsoft Excel, and sent as an e-mail attachment. The Information Systems Department has instructions outlining

the steps necessary to apply a password to documents. This document, “Password Protect Instructions for Word and Excel,” can be found in the HIPAA conference folder of the First Class e-mail system. ●

MayInstitute  
Shaping Futures. Changing Lives.

EDITORIAL STAFF: Julia Burgess, Editor | Juanita Class, Designer

Forward submissions to Julia Burgess in May Institute’s Communications Department.  
41 Pacella Park Drive, Randolph, MA 02368

tel] 781.437.1348 fax] 781.437.1350 e-mail] jburgess@mayinstitute.org