

The Express

News from Edwards Center, Inc.

To a visitor entering the modern Beaverton business park near the Sunset Highway, Edwards Enterprises presents a picture of order and purpose. Quietly seated in groups of about twelve, 135 Edwards client workers concentrate on their jobs of collating, sorting and packaging. Each earns a piece-work rate.

What the visitor doesn't see is the complex matrix of dedicated managers who work behind the scenes to keep the wheels smoothly turning both here and at the smaller Edwards Enterprises Milwaukie. Theo Guthrie, Frances Santoro, Jayla Bergquam, Georgia Lampros and Marlys Mayer bring to their positions a world of experience, averaging 22 years each at Edwards Center.

In this issue of the Edwards 'Express' we offer a peek behind the scenes, into the world of the managers and the client workers who together strive to fulfill the Edwards mission.

Long career traces history of Edwards 'voc' offerings

Much has changed in the Edwards Center vocational world since Frances Santoro entered it in the summer of 1977 to fulfill a field placement assignment during her final undergraduate term at the University of Oregon. In those early days the center consisted of a single, 10-person group home in Aloha and, not far from it, a day program that served just 28 clients.

Soon after, fresh from graduating with a degree in health, physical education and therapeutic recreation, Frances joined the Edwards day program staff full time, where her focus was skills training and recreation. The only paid work for clients was to prepare birthday mailings to the customers of an ice cream parlor. Frances organized day hikes, softball games and camping trips. One memorable experience was a camp-out on the Salmon River, where she supervised eight clients who hiked in, set up tents and stayed for a week. She taught clients how to play board games and Bingo, introduced them to bowling and



Frances Santoro

basketball, and did one-on-one personal exercise routines with them.

Jump nearly 32 years. Today Edwards Center operates Edwards Enterprises branches in Beaverton and Milwaukie, alternative-to-employment segments in Aloha and Milwaukie, and—for some clients—supported employment opportunities at local businesses. The main focus of Edwards

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Loyal customer honors E. Enterprises

Bonita Pioneer, Inc., has bestowed on Edwards Enterprises its 2008 Supplier of the Year award, for outstanding consistency in on-time delivery, quality workmanship and customer service.

The workers at Edwards Enterprises have been packaging bags and boxes for over 15 years for Bonita Pioneer. They have packaged millions of holiday gift bags and have assembled various gift boxes. This contract has provided paid work for every single client who has ever been employed at Edwards Enterprises. Steady contract work is essential to the success of our company and to the

clients that come to Edwards Enterprises seeking employment. Bonita Pioneer has been a great partner in our mission to promote independence and self esteem in the lives of Oregonians with developmental disabilities.

Tom Shaw, Mike Martin, Sybil Nagata and John Gordon, executive staff at Bonita Pioneer, are responsible for providing enough work to over 150 Oregonians with disabilities daily for months at a time. We at Edwards Enterprises are extremely thankful for their business and we value them as one of our largest customers ever. 

These managers share a love for the job at two Edwards Enterprises work sites



Jayla Bergquam

Business Manager Jayla Bergquam sees that all job contracts are completed as promised. At any given time, she is coordinating the completion of from five to 30 contracts at both Edwards Enterprises locations. Starting with a potential contract, she first conducts a time study to determine the hours required to complete the job. After three non-disabled employees have completed a demonstration job, Jayla runs the baseline data through a formula to establish a quote, which she then presents to the customer. With a contract secured, she breaks down the job into segments tailored to client workers' skill levels. As a job progresses, she double checks quality. If there

is a rush job, she will help out on the floor. Payroll, billing and receipts also fall under her purview.

Jayla's history with Edwards Center goes back to her teenage days when she watched the Aloha center being built and then worked there as a volunteer. She was hired in 1988 as group home direct care staff—where she met her husband-to-be Scott Bergquam—and later moved to Edwards Enterprises, where she worked as Production Supervisor for 14 years. She was promoted to Business Manager in January 2007, succeeding her longtime supervisor, the retiring Katie Barnett.



Marlys Mayer

At Edwards Enterprises Milwaukie Marlys Mayer faces unique challenges. This Operations-Rehabilitation Manager must coordinate the vocational activities of 21 client workers as well as the Alternative to Employment (ATE) activities of 30 others, all within one large warehouse-style area.

Marlys accomplishes this with the patience of someone who grew up in a family with 11 other siblings. She has the help of six direct care staff who work with the ATE clients, many of whom have special medical needs. Production Specialist Jake Crawford oversees the work on the Edwards Enterprises side, where three non-disabled staff help keep the production line going. Sandy Frick organizes the clerical work and helps prepare the 51 yearly ISPs.

Marlys started work at the old Milwaukie site on Main Street in 1991. Before that, she had worked in special education. And, before that, "I grew up in a little farm town in Iowa." Her youngest brother was born with Downs Syndrome, and yet, in defiance of the prevalent medical advice of the time, was able to live with his family growing up. Marlys credits the strong will of their mother for making this possible.



Theo Guthrie

As Job Development Manager, Theo Guthrie makes sure the support needs of each client worker are met each day in a way that empowers him or her to succeed on the job. These supports range from such basics as the matching of client worker with job, to the addressing of physical needs such as medications. Six of the client workers are provided one-on-one staff. Theo's challenge is to ensure that her component of 18 non-disabled staff are always fully trained and on site every day, and are in sync with the Edwards Center mission.

With degrees in speech pathology and behavior management, Theo segued to employment management when she was hired by Edwards Center in 1988 as a supported employment job developer. Adequately funded in those days, she established small work enclaves for Edwards clients within community businesses. Later, funding changed. She took on her current supervisory role in 1996. "I love my job" she said, "because every day we have the opportunity to make a difference in somebody's life."

She said what?

Happy New Year, everyone! This January 2 marked my one-year anniversary as Edwards Executive Director, and what a chocked-full year it has been. We moved forward with our strategic plan, expanded infrastructure and launched the completion of many long-deferred projects in our homes.

Our focus as we head into 2009 will shift to accountability and training. Our strategic plan called for the expansion of pre-service training to a full 40 hours. With our training manager Lenore Hedlund at the helm we are rolling out an annual training schedule, updating our materials and enhancing them with Power Point and other technologies. Edwards Center has set the standard when it comes to providing care and we want to continue that tradition.

We also have made improvements in communication, work opportunities and increased social activities. All of these were areas our consumers, staff and families asked us to concentrate on in 2009. We are excited to be starting off the year under budget and with a positive response to our recent fund raisers. This will open up opportunities for discussion around growth, something many of our stakeholders were excited about during the strategic planning sessions. We hope you will continue to support us as we move boldly forward!

Jessica Leitner
Executive Director
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Frances, continued from Page 1

Enterprises has shifted to employment and job fulfillment. Recreation falls to residential care givers.

Today, wearing the official title of Rehabilitation Manager, Frances concentrates on preparing an annual Individual Support Plan (ISP) for each of the 135 clients based at Bethany (Beaverton) Edwards Enterprises. Other responsibilities include supervising weekly, evening socialization classes, and conducting periodic mobility assessments and training. The ISP process alone consumes



Georgia Lampros

Persistence in marketing lands packaging contracts

Whether attending a trade show, searching the internet or networking with the Chamber of Commerce, Marketing Manager Georgia Lampros is always on the lookout for potential customers for whom Edwards Enterprises can offer quality work. Once she has a lead, she can make her pitch in person. "The closer is when I give them the personal tour of our plant," she said. "That usually clinches it."

Edwards Enterprises offers bulk mailing services as well as the assembly and packaging of kits and displays. For Bonita Pioneer, its biggest customer, it packages specially designed retailers' shopping bags. For Lifeline First Aid it assembles and packages first aid kits. For Nike it created golf packets for a

trade show. These are just a few examples. The plant is equipped to provide shrink wrapping, blister packing and poly bagging.

"We're very competitive in the packaging industry," said Georgia. "To some customers we represent an alternative to a temp agency that would take up space in their plant. We can offer them quality assurance, quick turnaround, inventory control, and our own labor management and supervision."

Georgia has been doing this job since 1986. She can be reached via email at glampros@edwardsenterprises.biz and by phone at 503-466-2171. More about Edwards Enterprises can be viewed online at <http://www.edwardscenter.org/EdwardsEnterprises.htm>.

countless hours and around 35 pages of paperwork per client. "We look at how the person is doing in his or her work environment, and whether we need to make any changes. We're always looking for any way to make a person more independent," she said.

For Edwards clients who can get to and from work on public transportation, Frances is their guide. She first assesses whether someone would be able to ride the bus. She then runs the person through rigorous training, where she repeatedly boards and rides

with the person and finally, after making sure the person can safely complete the journey, she follows the bus in her car. After a trainee "graduates," Frances conducts periodic assessments to make sure all safety measures are in place.

Throughout the years, Frances has always maintained her love for the clients and her enthusiasm for the job. "I enjoy meeting the challenges that each day brings," she said. "I can honestly say that never in my career has it been boring!" KP

Important Dates

February 16 • Holiday closure, all offices & work sites

March 14, 10 a.m.–Noon • Vox meeting, Beaverton Community Center

April 18, 10–Noon • Open House, Valley View Group Home, Milwaukie

May 9, 10 a.m.–Noon • Vox meeting Edwards Enterprises Milwaukie

August 29, • Save the Date • Tualatin Hills bike 'n' hike



The Edwards fall fund raising luncheon drew 200 guests. **Above**, Alice and Walt Schneider, (from left) and Donna Vogt lunched with Edwards Board member Ken Karalus. **Left**, EE Bethany Vox rep Louise Brown's family surrounds her. From left, daughter Lindy Brown, Louise, daughters Molly Brown and Abby McNamee, and son-in-law Chris McNamee.



Dan Tran



Lisa Koping

It's all in a day's work for EE crew

Clients employed by Edwards Enterprises come from walks of life as diverse as the projects they work on. All share a sincere affinity for what they do, and look forward to coming to work every day.

Take Lisa Koping, a faithful Edwards Enterprises Bethany employee. Following a brief stint with another agency after finishing Sunset High School, Lisa entered Edwards Center's residential and work programs. She has lived in Washington County group homes and worked at Bethany for the last 27 years. Edwards Enterprises Production Manager Jayla Bergquam describes Lisa as "dependable and hard working."

She lives at Oak Street group home, and enjoys karaoke-singing with an American Idol brand microphone in her spare time. At work,

she likes hole-punching projects the most, saving her hard-earned money for an upcoming Hawaii cruise. Despite her long tenure, Lisa does not see retirement in her future. "I'll stay here for awhile. I like it," she said.

Dan Tran's recent feat at Edwards Enterprises Milwaukie was top news on the Edwards grapevine. This highly motivated worker packaged a record number of items in a single shift. Dan, an EEM employee for about a year, lives at East Avenue group home. When not at work, he dedicates his time to gourmet cooking and origami, often sharing the results with co-workers and staff.

Dan plans on traveling to Vietnam and re-connecting with his cultural heritage, spending time with extended family and learning about their traditions and cuisine. GV

Thanks to all our friends and supportive sponsors

Edwards Center wishes to thank the following sponsors of our fall fund raising luncheon: Aim High Martial Arts • Bonita Pioneer • Heffernan Insurance Brokers • Hutchins TV & Appliance • Koeber's Inc • Lampros Steel • Mike's Electric • Northwest Automotive Trades Assn • Olsen Bros Service • Pacific Office Automation • Westmoreland True Value • • Special thanks go to the following luncheon attendees who made donations to Edwards Center: Dave Allen • Rick Allen • Rick & Margie Andersen • Kathleen Autrey • Elizabeth Bergman • Dale Bevan • Jeff Bissett • Vincent & Louise Bogard • Laurel Brennan • Stella Bridges • Cathey Briggs • Lindy Brown • William & Louise Brown • Sandy Bundy • David Butler • Lamberto & Leona Calderon • Martin Carlson • Dwaine & Renate Charbonneau • Wallace & Judy Charman • Chris & Marlene Christensen • Donald Chvatal • Susan Colton-Gerlach • William & Marlene Cordano • Brian & Rita Crockwell • Jocelyn Davis • Vince Dawson • Betty Denney • Linda Devery • David Dischner • Gary Dodge • John & Marilyn Dougall • Jean Edwards • Barbara English • Lou & Margaret Fasano • Frederica Frager • Virgil Funk • Carol Garnett • Kevin Geraci • Bryan Gergen • Jean Harriman • Erna Hart • Priscilla Hastedt • Hedinger Family Foundation • Shirley Hurrell • Steven James • Paulette Jarvey • H Gilbert Johnson • Gloria Jones • Ken Karalus • David & Judy Kell • Lampros Steel • Sybil Latham-Nagata • Jessica Leitner • Wesley & Shirley Linck • Tony & Kelly Lucarelli • Sara Marchus • Gary & Judith Mark • Maria Marks • Mike & Diane Mason • Marlys Mayer • Eddie McLaughlin • Daniel McNamara • Chris & Abby McNamee • Dorothea Meagher • E.M. Merriman • Jim Milne • Douglas Minson • Lois Minson • Peter Ng • Daniel & Georgia Obradovich • Vincent & Mary Obradovich • A. & Anita Pascuzzi • Smith Piper • Michael Piper • Georgia Poehleman • James & Joan Porter • Jane R. Powell • James Richards • John & Brynace Ristow • Rivergate Scrap Metals • Sarah Sisseck • Carl Schilt • Kathleen Scherner • Walt & Alice Schneider • Margaret Schuler • Irene Shahdler • Chanel Shavers • William & Paula Smith • Bonita Smulski • Richard & Kimberly Sottile • Donald Starr • Jane Stubbs • Melvin & Barbara Sunday • Zoya Surits • Elizabeth Thomas • John & Jean Thorpe • Jeff Tondreau • Virginia Tondreau • Zenaïda Torres • Arthur & Shirley Van Dyke • Donna Vogt • Jay Ward • Karen Warr • Debbie Wenker • Lynda Wonacott • C.B. Wright • Creighton & Helen Young • Lorraine Zumwalt • Lisa Zuniga

Here and there



Above, crowd at fund raising luncheon; **left**, Halloween at Aloha; **right**, Edwards Center Annual Meeting at the Oregon Zoo, followed by a tour; **below**, Edwards Board member David Butler in Halloween mode.



Family Ties • Vox heard from Training Manager Lenore Hedlund (orange arrow, upper left) at its January meeting at Edwards Enterprises Milwaukie. Present and attentively taking notes, as always, was Executive Director Jessica Leitner (yellow arrow, upper right). These family members voiced approval for what they heard about the newly instituted staff training regimen.

Passages

We are sad to report two recent deaths in the Edwards community. Floyd Vandehey, a resident of Edwards' Florence Street group home, died there October 26, 2008, his longtime Florence staff members at his bedside. At age 82, Floyd held the distinction of being Edwards Center's oldest resident. Floyd will be remembered as an active and happy person who often joked with the Edwards administrative staff at Aloha. He is survived by his nephew, Dick Hertel, of Hillsboro and extended family.

Carlton "Carl" Berg, worked at Edwards Enterprises Bethany and lived in Forest Grove. He died December 8, 2008, at age 53. Born in Chicago, Carl was an alumnus of Sunset High School in Beaverton. Survivors include his sisters, Carol Berg and Marita Berg; and his brother, Steven Berg. Both Floyd and Carl will be missed by everyone who knew them.

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Whose feet? Answer in next issue.

Remember Edwards Center in your estate planning

Is one of your New Year's resolutions to create a will or bequest? Contact CB Wright at 503-642-1581 x 35 for information on Edwards Center's tax ID number, bequest language and other estate planning information.

The Express is published quarterly by
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