



15 years

Living the principles

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*I knew I worked with good people, but I had no idea how good until two years ago. Ami from Fiscal took me for a scheduled cardiovascular test. What happened next was anything but scheduled: I had to undergo emergency open heart surgery. Everybody, from staff, to leadership, to individuals from the programs stepped up to help me out. People sent food. Program participants came to walk my dog. Not just a couple times, but every day. That's when you realize what great co-workers you have. I'll never forget their kindness.*

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PENNY BEAN

# PENNY BEAN

*in her own words*



*I've always enjoyed the people I've worked with here at UCP. Everyone has been so nice and willing to help. I came here as a temporary receptionist and I just never left.*

*One thing I miss that we had at the old building was the daily contact with the individuals. Now I look forward to seeing them when they visit at the holidays, be it Halloween or Christmas. Their smiles make me smile.*



## words of wisdom:

*"What I like most about the receptionist position in general, and here at UCP in particular, is getting to meet everybody who calls or walks through the door. You need to be a people person, able to talk to everyone."*



## about Penny...

*"The main thing about Penny is she LOVES her job. And it shows. **She makes a positive first impression whether it's on the phone or in person.** In fact, Penny was the first person I met when I came to interview at UCP. It was my first interview for my first job in the U.S. I was new to UCP and new to the country, so I was nervous. But her smile and her positive energy made a difference. On a personal note, I love her weekly announcement that 'Mr. Frosty is here!' It's her presentation of the message... the way she encourages staff to get up and get outside. And the funny thing is, I'm not sure Penny even likes ice cream!"*

*~ Dereje Zewdu  
Chief Financial Officer*