

# The CCOR Newsletter

November & December 2024

## Our Favorite Food Traditions

Think about the special dishes that have become staples at your family gatherings, and what makes them so special! Is it your Grandma's fudge or your Aunt's sparkling punch? These special recipes nourish not only our bodies, but our hearts with fond memories. We asked the team to share some of their favorite food traditions...

*Let's dig in!*

Recipes  
continued inside  
*...Enjoy!*

### Robin's Sweet Potatoes

My daughter can be a little picky when it comes to what she will eat. She hated the standard Sweet Potato Casserole with marshmallow. I love sweet potatoes, so I searched for a recipe she might like. I found a Sweet Potato and Pineapple recipe and tried that, and she LOVED it!! I make it for her when I see her and her family for the holidays. Her boys aren't a fan, but there are never any leftovers!

Peel 2 large Yams and cut into cubes. Place in a pan with water to cover and bring to a boil. Once they are tender, drain the water. Add 2 – 3 tablespoons of butter and mash the potatoes. Add brown sugar and cinnamon to taste. (I never measure). Add 1 can of crushed pineapple – I drain most of the liquid. Fold into potatoes and enjoy!

### Rachel's Corn Bread Casserole

This has not been a dish I typically serve at the holidays; however, I found the recipe off TikTok, made it one year, and now it's a must at my Thanksgiving dinner. It's so easy to make and is so yummy!!!!

- 2 eggs
- 1 stick of butter
- 1 can (regular) corn (drain)
- 1 can sweet corn (don't drain)
- 1 box Jiffy Corn Muffin mix
- 8 oz. of Sour Cream

Whisk 2 eggs together. Melt butter and slowly add to whisked eggs. Add both corns to the egg mixture. Next, add the jiffy mix and sour cream also to the egg mixture. Give it a good mix. Spray a casserole dish and place mixture into dish. Bake at 350 degrees for about 1 hour. Enjoy!!

# NATIONAL COMPLIANCE WEEK

Nov 3rd - Nov 9th

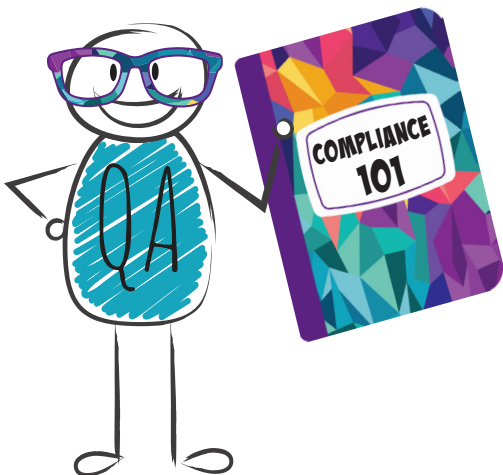
## Let's Talk About Compliance!

Compliance is an essential part of our agency for so many reasons including client safety, quality of care, risk reduction, professionalism, and so much more. As a Licensed Home Care Services Agency, CDPAP Fiscal Intermediary, and Health Homes Care Management Agency, we are required to comply with the rules and regulations of the Department of Health (DOH), The Office of the Medicaid Inspector General (OMIG), the Centers for Medicare and Medicaid (CMS), and more! To ensure compliance, home care

providers like CCOR must adhere to regulations, maintain timely and accurate records, prioritize patient privacy, undergo regular training and audits, and stay informed of regulatory updates and changes. The CCOR QA/Compliance Department is busy ensuring the agency adheres to these guidelines.

Did you know that CCOR conducts multiple audits every single quarter as part of our compliance work plan? Audits are an essential part of making sure that CCOR is implementing and maintaining a system to prevent fraud, waste and abuse as well as ensuring that we are following our internal policies and procedures. CCOR's audit plan is approved by the Board of Directors and then implemented by the Compliance Department to identify potential risk areas. If a risk area or trend is identified, Compliance may request a formal action plan to address the risk area going forward. By identifying and responding to risk areas we are ensuring that CCOR is operating with integrity. Departments may also conduct their own internal audits to prepare for the Compliance audit. Auditing is an essential part of CCOR's Compliance program!

QA Investigations are also completed by the QA/Compliance Department. QA investigations protect clients and employees by identifying and fixing potential issues, improving quality of care, increasing client satisfaction, preventing reoccurring incidents, and identifying areas for improvement. Reporting QA incidents and concerns is the responsibility of every CCOR employee. Reporting is crucial because it allows CCOR to identify potential safety risks, analyze trends, implement corrective actions, and ultimately improve quality of care provided to clients by preventing similar incidents from happening again. It is all of our goal to protect our clients and staff by reporting and participating in QA investigations. The whole team plays an important role in this process!



If you have questions or concerns related to QA or Compliance, please contact the CCOR QA/Compliance Team:

**Dan Oonk**, Compliance Officer (585) 546-1600 x 1119

**Mike Anzalone**, QA Generalist (585) 546-1600 x 1012

# Welcome to CCOR

Abigail H, Abigayle R, Adonis K, Alexis H, Alisha H, Alize L, Amber M, Andrew P, Annette M, Arlene S, Ashley A, Ashya T, Asia A, Brandon H, Brittany C, Cavayee T, Christa K, Courtney W, Dailys R, Daniel S, Danielle M, Darlene D, Diamond B, Diana R, Diane P, Edith R, Elaina G, Elisenda M, Felicia H, Gary K, Genesis B, Gina S, Gloria O, Gloria F, Guadalupe G, Hirene Q, Jacqueline A, Jada H, Jakayla P, Jasmenda E, Jenae R, Jennavie R, Jennifer M, Jessica J, Joanne B, Joslyn S, Juan Carlos R, Judith S, Justin S, Karina G, Katie F, Katiury R, Keyla G, Kimberly J, Krystal S, Lauren W, Lawrence G, Lidia L, Linda V, Lorrie J, Marta D, Mary W, Matthew M, Maxine B, Maya C, Melissa D, Michele L, Michelle S, Michelle M, Nadezhda S, Naim A, Natalia M, Nickole J, Pamela A, Rene S, Renee N, Rima S, Rosa M, Roya H, Samyrah W, Satara H, Shallain G, Shelby B, Stephanie C, Steve D, Susan B, Susan M, Toshia R, Ty B, Tyheem L, Valerie M, Victoria J, and Wendy C!





## Holiday Closures CCOR offices will be closed:

Thursday,  
November  
28th.  
Happy  
Thanksgiving!



Friday,  
November  
29th.



Wednesday,  
December  
25th.  
Merry  
Christmas!





# Jen's salted Caramel Tarts

During COVID, we all made something to share and dropped whatever it was off at everyone’s house as we could not gather together.I thought it would be fun to make individual sized pies to give everyone (not thinking about how much time it would entail..oye!) It was then that I started to make Salted Caramel Tarts – everyone each got their own mini pie!

FOR THE SHELLS— ¼ cup all-purpose flour, 1 Tbsp. sugar, 2 Tbsp. unsalted butter, cut into small pieces, 1 egg yolk. FOR THE CARAMEL— ¼ cup sugar, 1 Tbsp. water, 1 Tbsp. light corn syrup, 1 Tbsp. unsalted butter, 2 Tbsp. heavy cream, ¼ cup roasted unsalted cashews, Coarse sea salt, Chocolate shavings

Preheat oven to 375 Whisk together flour, 1 Tbsp. sugar, and the table salt in a small bowl. Add the 2 Tbsp. butter. Using a pastry blender, cut butter into flour mixture until mixture resembles coarse meal; stir in egg yolk. Knead lightly until dough comes together. Divide dough in half. On a well-floured surface, roll each half into a 5-inch circle. Place circles of dough into separate 3-inch tart pans with removable bottoms. Press dough against sides of the pans. Trim away and discard excess dough. Chill shells until firm, 5 minutes. Bake pastry shells, 15 minutes; cool. Place 1/4 cup sugar, water, and corn syrup in a small skillet over medium heat. Swirl pan lightly to mix. Simmer mixture until it turns the color of iced tea, about 5 minutes. Remove caramel from heat; stir in the 1 Tbsp. Butter. Add cream; stir until caramel is smooth. Add cashews; pour caramel filling evenly into baked tart shells. Allow tarts to cool completely. Garnish each tart with sea salt and chocolate shavings.

# Molly's Chocolate Pumpkin Cheesecake

For about the past 10 years, I have taken over the dessert-baking for Thanksgiving with my mother-in-law. Thanksgiving is the best holiday in my family, because my husband’s family joins us at my parent’s house, and we are all together! My mother-in-law is an especially talented pie baker. So, I had to get creative and find something different to make. The whole family loves cheesecake. I have tried a ton of different recipes over the years, and this one is always the biggest hit! I hope everyone enjoys it as much as my family does.

3 (8-oz.) blocks cream cheese, softened. 1 (15-oz.) can pumpkin puree. 4 large eggs. 3/4 c. granulated sugar. 1/2 c. packed brown sugar. 1/4 c. sour cream. 2 tsp. pure vanilla extract. 2 Tbsp. all-purpose flour. 1 tsp. pumpkin pie spice. 1/2 tsp. ground cinnamon. 1/4 tsp. kosher salt. 24 whole Oreos. 6 Tbsp. melted butter. 1/4 c. chocolate chips, melted. 1/4 c. caramel sauce. Whipped topping (homemade whipped cream is best!)

Preheat oven to 350° and position an oven rack in the middle of the oven.

In a large bowl using a hand mixer or in the bowl of a stand mixer using the paddle attachment, beat cream cheese until smooth. Add pumpkin puree, eggs, sugars, sour cream, vanilla, flour, pumpkin pie spice, cinnamon, and salt and beat until combined and no clumps remain. Set aside.

In a large resealable plastic bag or a food processor fitted with a metal blade, crush or blend Oreos until fine crumbs form. Transfer to a bowl and pour in melted butter. Stir until crumbs are completely coated and moist.

Grease an 8" springform pan with cooking spray and double wrap the outside of the pan in aluminum foil. Press Oreo mixture into pan and 1/3 of the way up the sides, packing tightly.

Pour cheesecake filling over crust and place pan in a baking dish. Place on oven rack and pour in enough boiling water to reach halfway up the pan. Bake until cheesecake is slightly jiggly in the center, 1 hour 15 minutes.

Turn oven off, prop open oven door, and let cheesecake cool in oven, 1 hour. Remove pan from water and unwrap foil. Refrigerate cheesecake until totally chilled, at least 4 hours and up to overnight.

When ready to serve, drizzle cheesecake with melted chocolate and caramel. Serve with whipped topping, if desired.

# Nadine's Kugel Recipe

Kugel is a Jewish dish similar to a casserole or pudding. The dish originated over 800 years ago in southern Germany and became a staple with Jewish families throughout Eastern Europe. Jewish immigrants brought the kugel with them to the United States, where it continues to be a popular holiday dish today. There are many kinds of kugel, all made with three basic ingredients: eggs, fat, and starch. The starch used to make kugel varies; I’ve seen kugels made with matzo, matzo farfel, noodles, bread, or rice. They’re all yummy in their own way, but my favorite is noodle kugel. My mother used to make it for every holiday, and I have continued the tradition. The things that I changed for my dairy-free diet: vegan sour cream, vegan cream cheese and country crock instead of butter.

1 cup raisins (optional) - you may substitute other fruits like raisins, dried chopped apricots, or chopped drained pineapple. 12 ounces wide egg noodles. 6 large eggs. 1 pound of sour cream (2 cups) or vegan sour cream. 8 ounces cottage cheese (1 cup). 8 ounces cream cheese, softened - OR farmer's cheese, crumbled (1 cup) or vegan cream cheese. 1 cup sugar. 1/4 cup unsalted butter, melted or margarine. 1/4 teaspoon salt. Cinnamon and sugar for dusting. Nonstick cooking oil spray Place a rack in the middle of your oven and preheat to 350 degrees F. Cover the raisins with hot water and let them soak to plump while you prepare the other ingredients. Bring a large pot of water to a boil. Add the noodles to the pot, bring back to a boil, and let them cook until tender (not overly soft), about 5 minutes. Drain and return the cooked noodles to the pot. In a food processor or blender, blend together the eggs, sour cream, cottage cheese, cream cheese, sugar, melted butter, and salt. Pour the egg mixture over the cooked noodles in the pot and stir until well combined. Drain the raisins. Stir them into the noodles. Spray a 9x13 inch baking dish with nonstick cooking oil. Pour the noodle mixture into the dish. Top the kugel by sprinkling generously with sugar and lightly with cinnamon. Alternatively, you can use your favorite kugel topping (streusel, crushed graham crackers, cornflakes, etc.) Bake the kugel for about 60 minutes, turning once halfway through cooking, till the center of the kugel is set and the tips of the noodles turn golden brown. Remove from the oven. Let the kugel rest for 15-20 minutes before slicing. Kugel can be served warm or cold.

# Jessica's Piparkūkas

My mom was very, very close with my great grandmother, Marija. She went to visit her often, sometimes multiple times a week, and my brother and I almost always joined. We’d sit in the living room of my great-uncles house, where she lived, and she’d tell us stories and show us photos and items from when she came to America. We never tired of hearing what she had to say – always expanding her story just a little every visit. She, along with my great-grandfather Voldemares Rosenberg, my grandma (Liga), and my grandmother’s sisters (Baiba and Vija) and brother (Maris) immigrated to the US from Latvia in the late 40’s to escape post-WWII/beginning Cold War tensions with the Soviet Union. The Soviet Union occupied Latvia until 1991, and there was a great deal of unrest through the 40’s. My great-grandmother spoke of all of this often, referring to the “old country. Anyways! To the recipes! She brought with her from Latvia, what are still, some of my most favorite things. My favorite time to go to visit her was during the holidays. From late October through Christmas, her dining room table would be covered in cookies, breads, fudge, and pies, most of which was covered with plastic and ready to go home with whoever claimed it. She was constantly making something to add to the table, so that whoever was visiting could take their fill. My absolute favorites were piparkukas (affectionately referred to simply as Latvia Gingerbread by my mom who can never quite get the accent right) and klingeris (Latvian Saffron/Yellow Bread). Great-grandma passed in early-January of 2008, when I was a sophomore in high school. For the past 16 years, my mom and grandmother keep her memory alive and make those two things every year. Don’t tell my mom, but grandma makes the better piparkukas!



# CCOR in the community



The CCOR team took the Costume Contest very seriously! Check out some of these awesome looks. Thank you to all who participated!

We started the Halloween celebrations early with an indoor Trick or Treating event at Solstice Senior Living! Molly Dillon, CEO and her son (**pictured below**) passed out treats to the residents and their grandkids!



October 13-19 was National Case Management week, so we celebrated our awesome Health Homes Team! What an incredible group!



**Pictured left** is our Marketing Team attending the First Annual St. Ann's Community Walk! We had the sunniest weather and listened to some great music while sharing CCOR with the attendees.



In October we participated in an Eldercare Fair at Monroe Community Hospital where we connected with their social work team.



In September, we celebrated Grandparent's Day with our friends over at Solstice Senior Living in Fairport by providing lots of snacks!



This Fall we participated in TWO Walk to End Alzheimer's events! Rochester **pictured left**, and Batavia **pictured right**. We lucked out with a beautiful day for both!





JOIN US FOR THE FINAL  
STAFF APPRECIATION  
OF THE YEAR!

December 12<sup>th</sup>

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& CALENDARS



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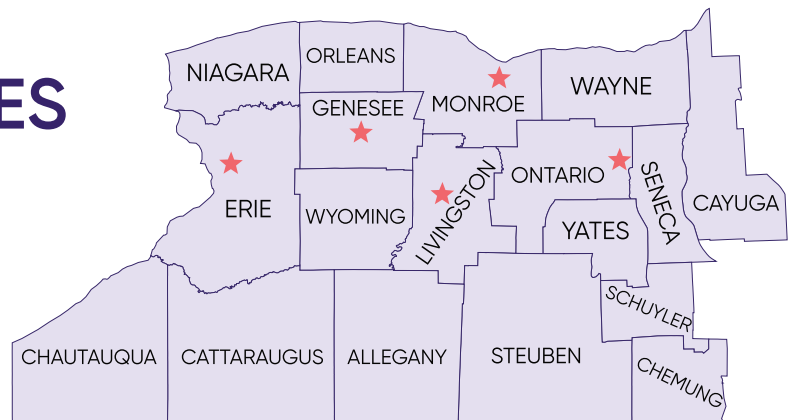
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