



This publication is to be distributed exclusively to all employees of In-Pact. For information in regards to this newsletter, contact Toni at the In-Pact office (219) 662-1905.

GROUP HOME SERVICES

Submitted by: **Sharon Staley**

The Sullivan home celebrated Joe's 27th birthday with his parents at the Golden Corral on March 18th. In February we celebrated Chris' and Jordan's birthdays. Chris's was in the midst of the blizzard, nothing stops the Sullivan Home from a party! We are preparing for Christopher's 24th birthday.

With our home freshly painted, the guys have started to redo their rooms. Chris chose the Bulls theme for his room, Nick chose the Cubs, Joe chose, the Colts, and Christopher chose Elmo, Jordan chose Sponge Bob and Dan chose NASCAR Jeff Gordon. They are all happy with their rooms. Jordan climbs into bed and giggles. Chris is finishing basketball for Special Olympics and Nick, Joe and Chris have signed up for Special Olympics track. Dan, Christopher and Jordan are ready for the warmer weather so they can go for walks and go to the park.

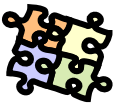


Submitted by: **Sheila O' Dell**

Group Home of the Month

Group home of the month was awarded to the home that made a tremendous improvement in getting their home up to par. Their hours were over and they diligently worked to get their hours down. This home is also most improved in, reliabilities during our observations. Consumers' behaviors at this home are going down. Staff is working really hard at getting things in order. Keep striving for **excellence...Forest**; we commend you! Congratulations and kudos to Forest...group home of the month!

Submitted by: **Traci Hardesty**



HOW SWEET IT IS.....

The Fannie May candy bar fundraiser has been a huge success! Out of 2800 candy bars, we have sold all but approximately 30!!! That is a profit of almost \$1400 in just one month's time. I would like to thank everyone for their participation in this fundraiser and would like to highlight a few of our outstanding participants:

- First box purchased was by Herb Grulke, our Executive Director. Thanks for kicking off the fundraiser with your purchase!
- First box sold by staff- Tammy Beville, Community Resources
- Most boxes sold by an individual- tie between Karen Warner, In-Pact's Behaviorist and Angela Williams, Supported Services
- Most boxes sold by a group- 200 East group home sold 9 boxes! Second place was a tie between 4th Street group home and Sullivan group home with 4 boxes each

The money raised for this fundraiser is earmarked for updates versions of the Boardmaker PECS program and subscriptions for News 2 U, an online newsletter for people with disabilities.

Submitted by: **Sandra Miller**

April Supported Services NC Employee of the Month

Sara Mitchell has been an In-Pact employee since October 25, 2006. She has worked at a variety of sites and is a dependable employee. Her flexibility to adjust her schedule and take on additional consumers has helped In-Pact continue to provide great services. Recently while on vacation her coverage called off and Sara came to work on her vacation day and took another day off. It was much appreciated by her consumer and the guardian family. Sara is dedicated to the people that we serve and does well working as a team.

That's why North Central Employee of the Month is ...

Sara Mitchell!

The Supported Service Employee of the Month receives a Gift Card for use at a local establishment! As an added bonus some of the Supported Service Employees of the month for this calendar year may attend the IN-ARF conference in Indianapolis this Spring.



Training Corner

Submitted by: **Ruth Fields**

A Change in Schedule

Due to a decreased need in having the monthly training monthly, which is evident through the smaller attendance to both days of training, we are going to try going to a every other month schedule. This should still fulfill the training requirements for all staff with the addition of other required trainings, such as CER, Crisis Intervention and supplemental training packets Sherri sends out. As of May, this will start as a tentative change. If this schedule presents challenges, it will go back to the previous monthly basis.

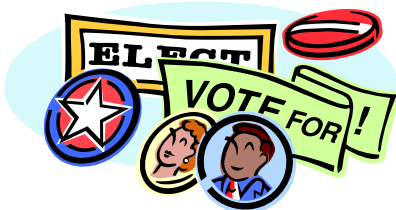
Please note that any of our homes can request to have me come to their location for specific training needs, as has always been the case.

Training and Evaluating Skills for Supervisors

May's management training will examine critical skills and information supervisors need to provide effective on-the-job training and evaluation of employee performance. The training will be held on Thursday, May 26th from 10 am-12 pm.

Friendship Union

The next meeting will be held on Monday, May 23rd from 6 pm-8 pm at the main



The new officers of the Friendship Union are:

President: Vicki J.

Vice President: Chris N.

Secretary: Tom C.

Treasurer: Nick S.



Congratulation to the new officers!!!!!!

May's Training Opportunities

Fri, the 13th: Defensive Driving 10 am-12 pm

Mon, the 16th: New Employee Orientation 9 am-5 pm

Tue, the 17th: New Employee Orientation Med Core 9 am-1 pm

Wed, the 18th: New Employee Orientation 9 am-5pm

Thu, the 19th: New Employee Orientation Crisis Intervention 9 am-5 pm

Sat, the 21st: Current Employee Review 9:30 am-3 pm

Thu, the 26th: Management Training: Training and Evaluating Skills for Supervisors 10 am-12 pm

Tue, the 31st: March NEO Review 10 am-12 pm

April Training Opportunities

Mon, the 4th: Effective Communication and Teaching Strategies 10 am-12 pm

Tue, the 5th: Effective Communication and Teaching Strategies 5 pm-7 pm

Wed, the 13th: Management Training on Communication and Feedback 10 am-12 pm

Sat, the 16th: Crisis Intervention Refresher 9 am- 11 am

Mon, the 18th: New Employee Orientation 9 am-5 pm

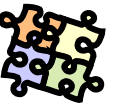
Tue, the 19th: New Employee Orientation Med Core 9 am-1 pm

Wed, the 20th: New Employee Orientation 9 am-5 pm

Thu, the 21st : New Employee Orientation Crisis Intervention 9 am-5 pm

Tue, the 26th : February NEO Review 10 am- 12 pm

Wed, the 27th: Current Employee Review 9:30 am- 3 pm



In- Pact, Inc. would like to

the following new staff

New Hires

Group Home

Randy Lockett

Jonathan Payton

Hutchen Upshaw

Mary Gates

Clarence Davis

Lue Powell

Felice Stanford

Azurea Harmon



Submitted by: **Heather Chopps**

Community Resources

We have immediate day time openings in Community Resources (Employment, Van Route, Volunteers, and Clubhouse). Positions require transporting consumers so you must be eligible to transport according to IN-PACT guidelines. For more information please contact Heather Chopps at the main office at 219-662-1905.



HAPPY April BIRTHDAY

Jimmie Bluiett, Denise Coots, Patricia Dawson, Perlean Fizer, Shirley Kersh, Ray Giacomini, Dave Williams, Mary Jane Lewis, James Hill, Karen Parks, Sherrie DiMarco, Debra Lee, Shari Francis, Diane Howard, Felecia Kubina, Sonja Smith, Karen Benedict, Donna Ann Tindall, Demetrice Scott, Anthony Owens, Ben Link, Leslie Norwine, Brynn Shelton, Dennis Kabara, Sam Mehran, Angie Rojo, Natasha Robinson, Lindsey Delgado, Richelle Vaughn, LaDonna Bostic, Joe Bogaski, and Ollie Cornelius



“For beautiful eyes,
look for the good in
others; for beautiful
lips, speak only words
of kindness; and for
poise, walk with the
knowledge that you
are never alone.

Audrey Hepburn



Submitted by: **Tom Atchison**

TIPS FROM TOM

Ordinary vs. "Extra Mile" Service

Help our employees go the extra mile by providing specific examples and wording that can lead to improved care. Following are some examples.

Ordinary

"How can I help you today?"

"What brings you in?"

"I'll have to put you on hold."

"Anything else today?"

"I'm not authorized to give you these services."

"We'll need a little more time for that."

Extra Mile

"Let me show you our newest plan"

"I'm happy to make some suggestions."

"Would you mind holding? I'll be back in one minute."

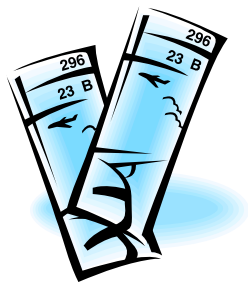
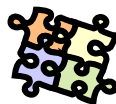
"Do you need extra services?"

"I'll get my manager to assist you."

"We want to make sure you get the best possible services. How would you feel if we moved that deadline out a week?"

Conclusion

All consumers want personalized attention, and smaller businesses often have a leg up on larger firms when it comes to service. You can devote significant attention to each hire and swiftly implement best practices that can improve service levels, by setting high standards, recruiting consumer services superstars and empowering our employee to go the extra mile. We'll build on our reputation as a company that genuinely cares about its consumers. These efforts will be repaid in increased loyalty, favorable word-of-mouth reviews and new business.



For your Information:

Submitted by: **Ray Giacomini**

Re: 2011 Holiday Raffle

It was brought to my attention that an employee wanted to purchase a raffle ticket last December but did not have money at the time. As a result of this request I am willing to try something for this year's raffle. I am willing to accept a payment of \$1.00 per month for a purchase of a raffle ticket. The full \$10.00 must be paid by December 1, 2011 and then a raffle ticket will be available for you to choose and enter into the raffle. Let me know if you are interested so we can start with the first payment.



DATE SET FOR ANNUAL GOLF OUTING

Mark your calendars now to attend the Third Annual Harold W. Holmes Memorial Golf Outing for Autism set for Friday, June 17, 2011. The outing will once again be held at Turkey Creek Golf Course in Merrillville.

Although this is the 28th consecutive year for the corporate outing, it is the third year In-Pact recognizes the work of our former Fund Development Director, Harold Holmes, by renaming the outing in his memory, acknowledging his life and dedication to In-Pact.

Watch your mail for additional information and sponsorship opportunities or for additional information, please contact Ray Giacomini at 219 662-1905.



Winner of Congratulation Card Drawing:

Submitted by: **Susan Whitten**

Robyn Perry congratulations on your outstanding work on February 1st thru February 4th 2011. Robyn stayed at the group home during the blizzard and cared for the consumers for nearly three days.

The following staff received congratulations cards that were placed in the Congratulations Card drawing Shawna Dickson, Debbie Foster, Dorothy Taylor, Sharon Staley, Valerie Krolik, Diane Howard, Samantha Shaffer, Justine Pchelka, Marcus Allen, Joe Monaco, Traci Baker, David Gregory, Sharon Tillery, Brittany Rodeghero, Katie Rock, Stephanie Arnold, Barbara Hoover, Steven Hemphill, Dorothy Singleton, Stephanie Blackman, Kelly Morgan, Chelsea Langie- Lesnik, Da Juan Donald, and Tina Gallo **Congratulations** to you all for your outstanding work.

For your Information:



With the price of gas in the stratosphere, as a service to all of our staff, we will try to help you find gas stations in the area that sell their gas at cheaper prices than most other gas stations. You can go to the following web addresses <http://www.garygasprices.com/>. http://www.gaspricewatch.com/default_V3.asp to find a gas station in the area where you live or work that has the cheapest prices.