

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.

Submitted By: **Herb Grulke**

On behalf of myself and the entire In-Pact Board of Directors, I'd like to congratulate all of the staff who received the following Longevity Awards.

2010 Anniversary List

5 YEARS

Maria Rodriguez- SS
David Jimenez- SS
Theresa Saager- SS
Sandra Kimbrough- GH Admin
Zereida Lee-GH.
Mirian Brown- SS
Dennis Kabara SS
Shirley Robinson SS
Sharon Staley- GH
Phillip Phillipov-SS
Maxine Townsend-SS
Kelli Gail- GH

15 Years

Gwendolyn Smith SS
Ruth Fields-Admin

30 Years

Gloria Bodnar- Admin

10 Years

Curtis Lewis- GH
Renee Tomerlin- GH
Nakeisha Hughes- SS
Starr Frohock-GH
Sherrie DiMarco- Admin
Mary McNichols- SS
Myrtle Robinson SS
Marcetta Walton-GH
Melody Richards- SS
Carl Bernacky-CR
Tammy Beville-CR
Robert Watson-Cleaning Crew
Richard Patee-Cleaning Crew

20 Years

Robert Jackson-GH
Peyton Grizzard- GH
Kenneth McQueen-Admin.
Dana Rock- GH
Sandra Phillips- GH



GROUP HOME SERVICES

Submitted by: **Sheila O' Dell**

Longevity Awards

I hope that this newsletter finds everyone well and in good spirits for the New Year! There are many things that I am thankful for including In-Pact and all of the many wonderful staff that we have! Every year staff is recognized for their longevity, but this year due to budget restraints, our Awards Dinner was not held. In-Pact has always had a reputation for retaining and keeping good long-term staff and this year has been no exception, as you will see by the long list of employees mentioned in this newsletter. Here's to our employees:

5-year employees: I can remember *Sandra Kimbrough* being hired at the 76th group home to work mornings and later applying to be our administrative assistant; she was so nervous, but we could not have hired a more efficient person! *Zereida Lee* from Berens, who left NEO and got into a car accident; she still was able to make it the next day to complete her training...shows commitment! *Sharon Staley* who was hired at Heavilin, transferred over to Sullivan when that home opened and now is the group home manager there. The consumer's parents would not have had it any other way! *Kelli Gail*, who was hired for the opening of Sullivan, then transferred to help with the opening 4th and always has a smile on her face...shows teamwork!

10-year employees: I can remember *Sherri DiMarco* who had been hired several years prior as a contractual staff/nurse for the group home department to later be hired as our full-time employee/nurse. The hours and flexibility work well for her (with her kids), who are all grown up now and in college...shows devotion! *Renee Tomerlin*, who was hired at 200E and promoted twice from staff to Data Specialist to manager; her organizational skills are second to none! *Curtis Lewis* who was hired at Vermont and is also one of the coaches for Challenger league baseball; he is a big part of vacations/activities...shows initiative! *Starr Frohock*, who was hired at Forest and promoted twice from staff to Data Specialist to manager; her being a role model for the consumers/direct care staff has been key! *Marcetta Walton*, who was hired in Supported Services, transferred to group homes and worked at 76th and Sullivan; she was a Data specialist, went back to school and now currently holds the manager's position at Heavilin. Her drive shows perseverance and determination!

15-year employee: I can remember hiring *Ruth Fields* at Sherwood and always looking for more stuff for her to do. You all know her as the Training Coordinator; she is a go getter and a strong advocate for our consumers and their rights!

20-year employee: Staff who has been here this long are rare and are a gem! They have been through a lot, seen a lot including many changes; we have come full circle. I can remember when *Peyton Grizzard* was hired at 200E; we had a lot of behaviors back then and he still there loving his job! He has been so reliable and is a mentor to staff! *Robert Jackson*, who was hired at Vermont, has such a rapport with the guys and he has been so



dependable in all aspects of his job! *Sandra Phillips* was hired in at Forest as a houseparent (who remembers that position) and then became group home manager; she then transferred to 4th to help open and see that the transition goes smoothly; she knows her job, she's even keeled and is able to get the job done! *Dana Rock* was hired at Berens, transferred to Supported Services for a while and returned to work at Sherwood. She was then promoted to a manager's position and has created an environment that encourages the boys to have many experiences, which shows her dedication!

30-year employee: What can I say, the mother of In-Pact, one of the founding parents of In-Pact...Gloria Bodnar. You had a vision and have dedicated your life to making In-Pact a place that betters the lives of people with Autism/disabilities. What an accomplishment...shows passion!

What an accomplishment by all the staff! You see the many qualities that above staff have to be where they are today. For that, I thank you and appreciate all of you!



Submitted by: **Sheila O' Dell**

Group Home of the Month

This month the management staff would like to recognize all nine of the group homes and their staff! We would like to thank you for all of your hard work and dedication to the folks in your care. We have seen some great improvement in all areas over the past year, despite some difficult times that we have had to face! We have seen staff go out of their way just because! We have seen everyone working together as a team not just within each home, but with all the homes. We have really started to see a culture take hold and get stronger. A culture of team work, which consist of active treatment, behavior management, proactive, teachable moments, etc. So, congratulation to all of the group homes! You make us all proud! Keep up the good work! **BRAVO!!**



Submitted by: **Emerson Caress:**

February Supported Services Employee of the Month

Her knowledge of her consumers and their needs is amazing. She is always willing to go the extra mile to make sure her consumers are healthy and happy. She has come in on her day off for an hour or two to make sure someone is able to get to the doctor. Recently, she agreed to come in for a state survey on a day that was not during her regular shift. The night before she called her manager with questions that made it clear she was studying as though preparing for an exam (which indeed she was). Her calm and knowledgeable responses to the surveyor made the whole process go smoothly...

That's why the February Employee of the Month is...

Evelyn Williamson!

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.

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 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.



Training Corner

Submitted by: **Ruth Fields**

Creativity in Supporting People with Significant Developmental Disabilities

"Can a person with a significant disability be a self advocate? Only when we come to work with a sense that it matters that we connect with those we serve. Only when we let that connection lead us. Only when we are willing to go where we are led."- First Contact
Inspired and partially based on Dave Hingsburger's book "First Contact", March's monthly in-service will examine the unique challenges in supporting someone with significant disabilities and discuss ways to employ creativity to assist those people in being their own self-advocate. March's monthly in-service will be held on Monday, the 14th from 10 am-12 pm and Tuesday, the 15th from 5 pm-7 pm.

Interviewing and Hiring

March's management training will examine the art of interviewing and hiring. We will look at red flags in a person's application and during the interview; what you can legally ask during an interview; how to match prospective employees to the right consumers; and pre-employment orientation. This training will be held on Thursday, the 17th from 10 am-12 pm.

Friendship Union:

The next meeting will be held on Monday, March 21st from 6 pm- 8 pm at the main office.

March Training Opportunities

Mon, the 14th: Creativity in Supporting People with Significant Developmental Disabilities
10 am-12 pm

Tue, the 15th: Creativity in Supporting People with Significant Developmental Disabilities
5 pm-7 pm

Thu, the 17th: Management Training on Interviewing and Hiring 10 am-12 pm

Mon, the 21st: New Employee Orientation 9 am-5 pm

Tue, the 22nd: New Employee Orientation Med Core 9 am-1 pm

Wed, the 23rd: New Employee Orientation 9 am-5 pm

Thu, the 24th: New Employee Orientation Crisis Intervention 9 am-5 pm

Mon, the 28th: Current Employee Review 4 pm-9 pm

Tue, the 29th: January NEO Review 10 am-12 pm

Wed, the 30th: Defensive Driving 10 am-12 pm



February Training Opportunities

Mon, the 7th: Managing Consumer Money 10 am-12 pm
Tue, the 8th: Managing Consumer Money 5 pm-7 pm
Wed, the 9th: Management Training on Theft in the Workplace 10 am-12 pm
Mon, the 14th: New Employee Orientation 9 am-5 pm
Tue, the 15th: New Employee Orientation Med Core 9 am-1pm
Wed, the 16th: New Employee Orientation 9 am-5 pm
Thu, the 17th: New Employee Orientation Crisis Intervention 9 am-5 pm
Tue, the 22nd: December NEO Review 10 am-12 pm (This is for staff who attended NEO in December).
Tue, the 22nd: Crisis Intervention Refresher 1 pm-3 pm
Wed, the 23rd: Current Employee Review 9:30 am-3 pm
Mon, the 28th: Defensive Driving 1 pm-3 pm

For your Information:

Beat Back those Winter Blues

We are in the clutches of “Old Man Winter” and it is only natural to feel a little depressed about it. However, there are helpful, inexpensive ways to combat it.

Laugh-laughing reduces the level of stress hormones like cortisol and epinephrine. It increases the level of “feel-good” hormones like endorphins.

Exercise-you don’t have to belong to a fancy health club to exercise. You can check out a DVD from the library and work out in the privacy of your home. If you have a gaming system there are many exercise programs out there. You can also put on your tennis shoes and hit the mall for a nice walk.

Sleep- try a power nap to rejuvenate yourself. Go to bed a little early and catch a few more zzz’s. Being overtired can increase your stress level.

Play-spend time with your kids. Help them build that snowman!

Last but not least, keep in mind that winter is not forever and spring will eventually come!!





Submitted by **Tom Atchison**:

TIPS FROM TOM

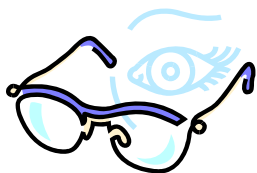
Customer Service in the Digital Age

In the digital age, it's critical to keep tabs on what people are saying about our agency.

Thanks to social networking and consumer- review sites, word-of-mouth has attained a new, viral level. A positive aspect of this is that the openness and accessibility of online communication makes it easier than ever to learn what customers think of our agency. Monitor comments (and share them with employees) periodically so you and the team can act on the feedback and nip problems in the bud. Remember that sincerity is paramount- customers can immediately detect a canned, public relations- style response to their concerns, and this may only compound their dissatisfaction with our company.

From: The Robert Half Small Business Series: GO THE EXTRA MILE• 7

Submitted by **Tom Atchison**:



In this day of tight budgets every penny counts. If you are looking for a new pair of eye-glasses and want to save some money, you might want to go to a website called www.zennioptical.com. They have nice frames at low prices. All you need is a current (within one year) prescription from your eye doctor.



In- Pact, Inc. would like to

the following new staff

New Hires

Group Home

Heavlin
Antoinette Curry

Sullivan
Alisha Smith

200E
Richelle Vaughn

Supported Services

Breyan Moore
Ortamese Walton
Nikkida Graham
Crystal Dumas
LaDonna Bostic



HAPPY February BIRTHDAY

Sealan Woods, Mai Pittman, Gwen Robinson, Harry Turner, Robert Jackson, Sharon Tillery, Loretta Crowley, Lasagna Ladd, Sandra Kimbrough, Jeff Popka, Judith Edwards, Chandra Pfeiffer, Amy Hilgeman, Nekesha Lockwood, Phillip Mhlanga, Etta Davis, Chris Fern, Lijill Branham. Amy Spencer, David Jimenez, Mikias Agafari, Brittany Rodeghero, Monique Smith, Janelle Witt, Rickell Collins, Marcel Allen, Judah Washington. and Torian Washington,



When nothing's going right,

GO left.

Sometimes,

You just gotta make your own fun.

LIFE:

Live it, Love it.



This story is part of the Quiet Crisis project intended to bring attention to what's happening in Developmental Disabilities in the State of Indiana:



Freddy's Story

Freddy is the kind of person we all would like to work with. He's easygoing, funny, and bright. He enjoys playing video games, posting on Face Book and acting. Freddy lives in a specially designed apartment building where he and his roommate can share staff with the two women who live next door. In-Pact has made use of this living arrangement to share staff, as much as 4:1 in some cases. Oh there's one more thing, Freddy uses a wheelchair; he has limited use of his hands and legs as do two of the other three people in the group.

The previous method of assigning hours which seemed to be based more on whim that wit resulted in some people receiving more hours than they needed and others not enough. But at least we as a provider were able to ameliorate this insanity in many cases by matching people with too many hours with those with too few. After years of relative stability we are able to efficiently provide services to some 90 consumers, getting them out in the community and training them to be as independent as possible.

Freddy previously received an allocation of \$68,012.45. We were informed by his Case Manager that his new allocation would be in the neighborhood of \$71,000.00. We were very happy because Freddy had been one of those who did not have enough hours; he was supported by his roommate and one of the women who lived next door. Three thousand would translate to 154 more hours of RHS every year or almost 3 hours a week. But wait! The new allocation includes \$5,000.00 for Behavior Services, Freddy doesn't need Behavior Services, Freddy's one of the sweetest people you'd ever want to meet, but the money can't be used for anything else. If he doesn't use it he loses it, so instead of a \$3,000.00 increase he got a \$2,000.00 cut or 2 fewer hours per week. Furthermore last year he spent \$17,412.29 in Day Services. So the money he has to provide services in his home is \$48,587.71 or 6.8 hours per day. But hold on a minute, the state has raised the rate for Day Service Providers (and cut the rate for In-Home Providers), so what cost \$17,412.29



last year cost \$18,828.71 this year. That leaves only \$47,171.28 for RHS or 6.6 hours a day.

There are 168 hours in a week and Freddy is in Day Services 35 of those leaving 133 hours at home. Fifty-Six hours of those are at night where a 4:1 ratio is not a major problem (except to his safety) leaving 77 waking hours. The state has provided coverage for 32.2 of those so that means that virtually every hour of every day Freddy will have to share staff, every hour of every day.

So, no more dates, no trips, no movies, no going to a game, no shopping, no walks, no church, no library, no plays, no community. Just hiding away at home hidden from the public. Maybe we should reopen the institutions.



African-American history is the portion of [American history](#) that specifically discusses the [African American](#) or [Black](#) American ethnic group in the United States. Most African Americans are the descendants of captive Africans held in the United States from 1619 to 1865. Blacks from the Caribbean whose ancestors immigrated, or who immigrated to the U.S., also traditionally have been considered African American, as they share a common history of predominantly [West African](#) or [Central African](#) roots, the [Middle Passage](#) and [slavery](#).

It is these peoples, who in the past were referred to and self-identified collectively as the American Negro, who now generally consider themselves African Americans. It is these peoples whose history is celebrated and highlighted annually in the United States during February, designated as [Black History Month](#), and it is their history that is the focus of this article.

Others who sometimes are referred to as African Americans, and who may self-identify as such in US government censuses, include relatively recent Black immigrants from Africa, South America and elsewhere who self-identify as being of African descent.



Eric Holder

In 1988, Holder was nominated by former President Reagan to become an associate judge of the Superior Court of the District of Columbia. During this time he presided over hundreds of civil and criminal trials. Holder was then nominated by President Clinton to serve as the U.S. attorney for Washington, D.C. in 1993. He was the first African-American to serve in the position. During his four-year term, he created a domestic violence unit, a community prosecution project, and a program for restrictive gun laws. In 1997, Holder made history yet again when President Clinton nominated him to be the deputy attorney general. Holder was quickly confirmed several months later by a unanimous vote in the Senate. He was the first African-American appointed to the position, as well as the highest-ranking black person in law enforcement in the history of the United States at that time.



Susan Rice

Rice left the public sector in 2002 to become a senior fellow in foreign policy for the Brookings Institute, a nonprofit public policy organization based in Washington, D.C. Their mission is to conduct independent research and provide recommendations to the government based on their findings. As a fellow, Rice specialized in research on U.S. foreign policy, weak and failing states, as well as the implications of global poverty and transnational security threats. Rice took leave from Brookings in 2008, to become the senior



foreign policy advisor to Barack Obama during his presidential campaign. After Obama's successful election in November of 2008, Rice was nominated to be the U.N. Ambassador for the United States. On January 22, 2009, she was confirmed by the U.S. Senate.

Suzanne de Passe Biography

De Passe's career has been nationally recognized by Time magazine, who named her "one of the most promising new mini-moguls in Hollywood" in 1988. She was also honored with the Women in Film Crystal Award (1988), an Essence Award (1989), the Revlon Business Woman of the Year Award (1994), an American Women in Radio and Television Silver Satellite Award (1999), and an induction into the Black Filmmakers Hall of Fame (1990). From 2002 to 2005, she held the Time Warner Endowed Chair in Media at Howard University. In 2004, Ebony Magazine selected her for its highest honor, presenting her with the Madame C.J. Walker Award. She was also the recipient of the 2006 Producer of The Year Award from the Caucus for Television Producers, Writers & Directors

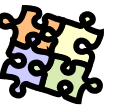


OUR EYES ARE PLACED IN FRONT

BECAUSE IT IS MORE

IMPORTANT TO LOOK

AHEAD THAN TO LOOK BACK

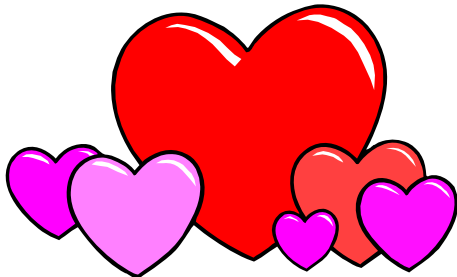


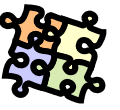
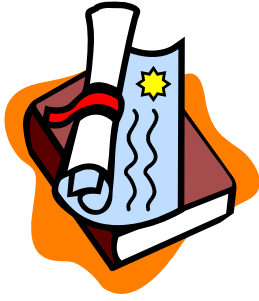
Sweets for your sweet heart!

In-Pact is raising funds with an unforgettably rich indulgence...Fannie May chocolate bars and just in time for Valentines. Chocolate in any language spells love.

We will be selling them through the month of February for \$1.00 a bar. Choose from five delicious flavors: milk Chocolate, milk chocolate with crisped rice, almonds, caramel or peanut butter.

Proceeds will go toward the purchase of an updated version of the Board Maker software and News 2 U (on-line newspaper). Happy Valentines and thank you for your support!!





Submitted by: **Sandra Kimbrough**

Costa N. Miller Scholarship Award

The deadline for the Costa N. Miller Scholarship Award application is February 9, 2011. I am encouraging all In-Pact employees who are pursuing an undergraduate degree to request nomination to apply for this Scholarship. As you know last year my daughter Shannan received this award. It was her last year in college and she needed help. She owed money for a previous semester and she was doing her student teaching on a 4 week termination deadline if the previous semester tuition was not paid. She couldn't get an official transcript. She couldn't officially prove her enrollment in her undergraduate program and she couldn't get any financial-aid until the previous semester was paid in full.

She hesitated to apply for this scholarship because the odds were stacked against her. The only criteria she met was her GPA and her story (the essay). She submitted a transcript and the essay (detailing her story, and her dilemma) the day of the deadline and you all know the rest of this story. So I encourage you try and apply. Somebody is going to win this award. Why not you? For Shannan, the Costa N. Miller Scholarship Award opened the doors to official enrollment, more financial aid/student loans and most important a college graduate with a Teaching All Learners Degree.

I encourage you to do your best in whatever you do; and if you need help ask for it. It's out there.

Good Luck!