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GROUP HOME SERVICES

Submitted by **Starr Frohock**:

Things have been pretty low key here at Forest lately. The guys have been getting out into the community a bit, weather permitting. Tim is still involved with his bowling league. He and Seth will both be celebrating birthdays in March. Tim will turn 21, and Seth will be 18. Donnell has been his usual cheerful self. I'm happy to report that Luis is really flourishing behaviorally, through a collaborative effort between school, and group home staff. He even participates in community outings, which he previously would refuse. Alex is doing wonderfully at Clark High School., with the help of his 1-on-1 aide Mrs. Gills. They are a match made in heaven!

I would like to take this opportunity to thank a couple of Forest staff who have really gone above and beyond for the consumers, especially during the recent snowstorm. Tiffany and Joanne, we couldn't do it without you, thank you for making Forest a **real** home for our guys. Another big shout-out goes to Traci, who helped staff get to work, and put in some direct care hours to make sure we were fully staffed. **You guys are appreciated!!!**

Submitted by: **Emerson Caress**:

March Supported Services Employee of the Month

She's meticulous. Her narratives are clear and informative, her documentation of Hab goals flawless. She's always willing to pick up shifts but is careful to avoid overtime. When there's a difficult or unusual job to be done she's our go-to staff. She takes consumers to doctor's appointments and always comes back with good information well documented. That's why her Manager refers to her as "**Super Staff**" and...

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

Dorothy Wilbon!

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 INARF conference in Indianapolis this Spring.



Shinning Stars:

Submitted **Leslie Norwine:**

It's time for recognition!

Fourteen consumers, a million High Risk Plans (*slight exaggeration*), five wheelchairs, two helmets, ½ dozen blood pressure cuffs and 48 of the best staff In-Pact has to offer . . . We are the **Quads!** When I took over the Quads, a year and 2 months ago, I felt like I ought to receive a HUGE raise. All these medical issues in one place, how could it be handled? What I failed to realize then and know now as certain is the staff at the Quads are dedicated. We have an army of employees at the Quads who care deeply about their consumers. These employees are making appointments, giving injections, using mechanical lifts for transfers, changing undergarments and providing people with well deserved companionship. Speaking for Jen Popka and myself, we are proud of what the Quads have become!

P.S. There's always room for improvement, so let's keep up the great work. ☺

Submitted by **Dana Rock:**



Building blocks of fun

Austyn Volk has been a member of the Lego Club which is offered through the Crown Point Community Park Department. He attends monthly or twice a month for 2 hours after school. Austyn was one of several members of the Lego Club featured in a news article in the Hammond Times. He enjoys spending time with the other members of the club.



Submitted by: **Emerson Caress:**

This story has been submitted to the IN Quiet Crisis project, an attempt to bring to light the crisis in Developmental Disabilities in Indiana.



Matt's Story

For fourteen years he had a job, for fourteen years he had a purpose, for fourteen years he fought his disability to do his job. He may not have been the fastest worker; he may not have been the best. But for fourteen years he did his best.

That ended in November of last year when a bureaucrat from Indianapolis decided that Matt was not ready to do the job. He was getting SEFA but the bureaucrat said that SEFA

is not to be used for supervision despite the fact that supervision is specifically mentioned as one of the services permitted under SEFA.

In fact SEFA was being used to overcome Matt's disability. Matt has a disability similar to ADD. He is working on a task when a random thought enters his head and he can't turn it off. The SEFA worker interrupts this cycle by reminding him to return to work, they may interact with Matt for as little of five minutes every hour urging Matt towards completion. Without the SEFA worker in place Matt might stand in one place for as long as half an hour pondering some random thought.

Matt started on the job in June of 1996. It took some time for him to learn the job but he enjoyed the company and did the best he could. Now he knows how to do the job and can do it well, using a list Matt can complete all the tasks required of him but he sometimes needs a nudge. That nudge, and Matt's job is now gone.

Matt was so appreciated at his FORMER job that he was included in office luncheons (even though they were held hours other than his work shift), Christmas parties and awards dinners. At one such dinner, Matthew proudly walked up on stage to receive his award for 10 years of dedicated service. Matthew's job afforded him the opportunity to participate in some of his favorite activities- eating out, shopping flea markets and antiques stores and attending minor league baseball games. Now, after years of having the independence and means to participate in these activities, Matt has few entertainment options at his disposal.



Training Corner

Submitted by: **Ruth Fields**

Effective Communication and Teaching Strategies

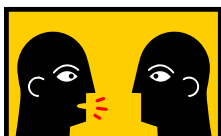
“Get your coat on, so we can go to the park.” – A very simple direction that is clear and concise. So, why isn't the consumer responding? Unfortunately, many will interpret the lack of response to either not hearing or not paying attention and just keep repeating the same phrase, most likely, with the same non-response from the consumer. It is really important for us to realize that we live in a very different communicative world than some of the people we support. How we talk, process information, respond and learn can be vastly contrary to the person we are working with. The one size fits all approach does not work in this field and we need to be creative and proactive in our approach to communication and teaching. By request, April's monthly training will cover various effective methods to communicate, teach, and support those we support. The training will be held on Monday, the 4th from 10 am-12 pm and Tuesday, the 5th from 5 pm-7 pm.

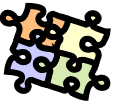
Communication and Feedback Mechanisms

An important part of a supervisor's job is effective communication including feedback to and from those you manage. April's management training will discuss communication skills, techniques and methods. It will also examine feedback mechanisms including the annual employee performance appraisals and how those need to be filled out in accordance with CARF standards. The management training will be held on Wednesday, the 13th 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
Fri, the 18th: 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

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
Fri, the 8th: Defensive Driving 1 pm- 3 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 : NEO Review (February) 10 am- 12 pm
Wed, the 27th: Current Employee Review 9:30 am- 3 pm



"The
Purpose
of life is a
life of
purpose."

Robert Byrne



Submitted by **Emerson Caress**:

New Assistant Manager

The Supported Services Department is proud to announce the promotion of Michelle Gibson to the position of Assistant Manager. Michelle is new to this agency but has years of management experience in the field. She brings a new perspective and drive to the position

The Selection Committee was very impressed by the quantity and quality of the candidates who applied for the position. We could have literally filled this position with quality candidates three times over. It gives us great pride to see the quality of the people who work with our consumers under the In-Pact banner.

Good work everyone, keep it up!



In- Pact, Inc. would like to

the following new staff

New Hires

Group Home

Heavlin
Sharay Reese

Sherwood
Mike Valois

Community Resources
Cindy Mercer

Supported Services

Rosemary Sago
Kimberly Flores
Adrene Tyler
Deanna Shannon
Kevin Vahst



HAPPY March BIRTHDAY

Maxine Townsend, Dorothy Singleton, Barbara Hoover, Michael Lawrence, Winnie Perry, Robyn Perry, Yvonne Lott, Rodney Lee, Eddie Jones, Antoinette Curry, Odessa Brice, Tina Gallo, Gwen Smith, Jennifer Howell, John Leouses, Kimesha Lawrence, Jessica Tribble, Hollie Rossi, Farah Miller, Bettina Kilgore-Ervin. Melaku Gebru, Shannon Andres, Amy Hobson, Hope Mefford, Arlesia Clanton, Caroline Young, Kristie Carley, Brandi Clewell-Njagi, Traci Baker, Ian Haapalainen, Melanie Good, Angela Desimore, Darren Darden, Chelsea Langlie-Lesnik, and Brittany Royster



Winner of Congratulation Card Drawing:

Submitted by: **Traci Hardesty**

Lasagna Ladd congratulations on your outstanding work On February 2- 4, 2011. Lasagna worked about 48 hours at the group home during the blizzard and was prepared to do so. The following staff received congratulations cards that were placed in the Congratulations Card drawing Brittany Rodeghero, Steve Altman, Dorothy Humes, Tiffany Yorker, Robert Jackson, Renee Tomerlin, Nicole Papp, Anthony Owens, Shauna Dickson, Joanne Bogert, Pat Narin, Stephanie Altman, Tony Mytas, Virginia Ladd, and Gurrída Sanders.

Congratulations to you all for your outstanding work.



Submitted by **Tom Atchison**:

TIPS FROM TOM

Training for Service at Every Level

You'll find that some employee naturally exhibit these qualities, while others need your support and encouragement to develop the traits. Here are some effective ways you can turn every member of your staff into a service superstar:

- ❖ **Role- play.** Have employees act out common services situations, such as:
 - First –time consumer
 - Impatient, angry or dissatisfied consumer
 - Consumer who requires a lot of "hand-holding"
 - Chatty consumer
 - Future business prospect (e.g., an individual who's "just browsing" or needs direction)
 - Internal "consumer"(e.g., a newly hired coworker who needs help creating a report)

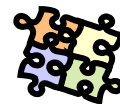
Role-playing is more effective than just providing verbal instruction because it enables your employee to literally stand in the consumer's place and experience the transaction from their point of view. Role-playing also gives employees a chance to practice their service skills and provide one another with instant, constructive feedback in an informal setting.

- ❖ **Help them engage in positive dialogue.** Outline helpful phrases that can enable staff to better assist consumers. For example, instead of "We don't do that", you might encourage them to say, "I would love to help you with that".
- ❖ **Take a 360 degree approach.** Broaden your scope by asking your staff: "Who isn't our consumer?" Challenge each answer for example, "The delivery guy isn't potentially a consumer? He meets a lot of people on his routes-isn't it possible he might one day recommend our business to someone?" As employees list all of their "consumers both internal and external, have them describe what each type needs



and how to give them the best service possible. Be sure to point out any "hidden" consumers they've missed-like their managers, colleagues from other departments in the company.

- ❖ **Start with the outcome.** Have employees "reverse-engineer" service by asking them to work backward from the goal (a satisfied consumer) and outline the steps it took to get there. They should include all components-not just interactions or during a phone call or online chat, but also the "back office" steps of quality control, as well as the "Inter-team "elements (communication between departments, how the departments supported one another, ect.).This exercise will enable them to identify points at which consumer service glitches might occur and brainstorm ways to smooth out those problem areas. Also, it will expand their awareness of all the factors that go into creating a positive experience for consumers, and how each employee fits into that team effort.
- ❖ **Empower employees to solve problems.** Provide staff with basic company guideline for handling for typical service situations, but give them the latitude to lead whenever they can in these areas. They may come up with good ideas, and you'll give them a vested interest in working to resolve problems and keep consumers happy.
- ❖ **Create a "Service Hall of Fame."** Spread best practices by publicizing examples of your employees' great service in the company newsletter, on a bulletin board in the copier room or via the company intranet. Include examples of both service provided internally as well as outside the organization.
- ❖ **Reward great service.** Recognize superstars who consistently provide excellent service or exceed company standards. Reward them with staff congratulations cards.
- ❖ **Give them the tools they need.** Provide training opportunities for all employees, not simply those who are direct support professionals. In conflict resolution, communication, diplomacy, negotiation, active listening and other service-related skills. There are a variety of cost-effective options to choose from, including online courses, webinars, podcasts and seminars.



- ❖ **Set the bar.** Exhibit the service-minded behaviors you want to see in your staff. Be courteous, helpful and responsive. Show gratitude and appreciation of other's efforts and praise their accomplishments. When correcting service mistakes or missteps, avoid blame or criticism. Instead, focus on how employees can improve their methods in the future.
- ❖ **Encourage employee to "pay it forward."** Often, team members become focused on catching and calling attention to one another mistakes. To counter this, encourage your staff to "catch" one another's in acts of kindness and service to each other. They can publicize these moments during staff meeting or via e-mail.
- ❖ **Start a book club.** Purchase books for your team that can help them improve their consumer service skills, and discuss key themes during meeting.

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

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.