



Press

4th Quarter 2011

Save the Date May 12th

Pacesetters 6th Annual Golf Tourna-

Pacesetters' Family Survey Results for 2011

The family satisfaction survey results are in. The survey was sent to conservators, family members or parents as listed on the service recipients contact information. There were a total of 178 surveys sent. We received 64 surveys back for a 36% return rate. In 2010 185 surveys were sent and 70 returned for a 38% return rate. Our hope is to increase the response rate in the future.



Karen Galbraith, ED

The questions on the survey were worded such that the higher the rating (number) the more positive the response.

Scale: 4- Very Satisfied, 3- Moderately Satisfied, 2- Satisfied , 1- Moderately Dissatisfied, 0-Very Dissatisfied

The following is represents the average response for each question for the entire agency as it relates to last year's survey results.

Question	2011	2010
1. Indicate how satisfied that services which Pacesetters has provided to your family member has helped relieve stress on your family.	3.6	3.5
2. How satisfied are you that the environment which services are provided o your family member is healthy and safe?	3.4	3.6
3. How satisfied are you that staff respect the choices made by your family member?	3.4	3.4
4. How satisfied are you that opportunities have been provided to your family member to be part of the local community?	3.5	3.4
5. How satisfied are you that the services and supports provided by Pacesetters has had a positive impact on your family member?	3.5	3.5
6. How satisfied are you with the amount and type of communication your receive from Pacesetters regarding your family member?	3.3	3.2
7. How satisfied are you regarding how Pacesetters handles complaints or concerns about your family member?	3.3	3.1
8. How satisfied are you that staff is trained well enough to provide services to your family member?	3.3	3.4
9. Overall, how satisfied are you with the services and supports your family member receives from Pacesetters?	3.5	3.4

While we will continue to strive to improve, overall we are pleased with the results of the survey. The majority of the responses were in the Moderately to Very Satisfied range. There were two questions that had a response of Moderately Dissatisfied or Very Dissatisfied. The respondent was contacted about the concerns and the concerns have been addressed. There were many positive comments made by the survey respondents about the services provided by Pacesetters. The comments that were made that were less than positive had the following themes: staff turnover, communication about investigations, more community outings, and more work opportunities at the centers. The management team is already addressing some of these concerns through the Person Centered Thinking initiative and the Strategic Plan. Those that are not already being addressed will be discussed at various levels of management to try to improve. Thank you to everyone who participated. If you have questions about the survey, please feel free to contact me at 931-537-9100, ext 1001.

Commissioner Makes Visit To Pacesetters

Commissioner Jim Henry recently made a visit to Pacesetters as part of his tour around the state to introduce himself as the new head of the Department of Intellectual and Development Disabilities.

He also recognized Pacesetters as a Four Star Agency. Pictured with Henry are left, Karen Galbraith Executive Director, Pacesetters, and right, State Senator Charlotte Burks.



Knights of Columbus Donation



The Knights of Columbus of St Thomas Aquinas Catholic Church have provided donations to Pacesetters Inc. over the years from their annual Tootsie Roll drive. This year's drive took place on November 11th and 12th at WalMart and Kmart in Cookeville. Some of the individuals we serve from Putnam Center helped with the event this year. Clark Jameson,

Grand Knight, and Bill Halderson MR Chairman of Knights of Columbus present a check to Karen Galbraith and James Dial of Pacesetters Inc.

Contact for Events

PUTNAM DAY CENTER PHONE
(931) 432-4045

OVERTON DAY CENTER PHONE
(931) 823-5104

WHITE DAY CENTER
PHONE (931) 738-9515

WARREN DAY CENTER PHONE
(931) 506-5331

MACON COUNTY CENTER PHONE
(615) 666-8018

Macon's New County Director



Pacesetters congratulates Casey Stinson as the new County Director for Macon County. Casey has been with Pacesetters for 5 years, and most recently served as Assistant CD/ Residential in Putnam.

Casey is a native of Macon County and looks forward to the challenge of her new position.



Pi Kappa Phi continued their partnership with Pacesetters in the fall with a Bike-A-Thon on the TTU campus. Pacesetters loaned them the bikes from Putnam center. The event was from 7am to 7pm. Proceeds from the event will go to Pacesetters.

Congratulations to Jane Knieling and Laurie Ehrenfeld for a Deficiency Free Department of Health Survey!!!! Kudos!

■ Have a friend who would be great at direct care? Did you know employees can earn up to \$100 for referring a direct support professional? Contact HR 931/537-9100 for details! Applications on line @ www.pacesetterstn.com! (Must be 19 or older, high school diploma or GED, licensed to drive for min. 3 years, pass background check and drug screen.)

Warren Donates to Food Bank

Staff and service recipients at Pacesetters have been collecting food items for the past two months and recently made a delivery to the Emergency Food Bank located at 204 Red Road. Kim Luton of UCHRA said "donations like these are greatly appreciated this time of year going into the winter months, when people in need are at home and can't get out due to weather." Food or monetary donations are welcomed and can be dropped off at the food shelter Monday Wednesday and Friday 9am to 2pm or at the UCHRA office located at 201 E. Locust St. For more information call 473-6652.



Those on hand making the food delivery are, Left to Right, Stanley Maxwell, Doug Gillentine, of Pacesetters, Nira Snyder, Food Bank Staff, Valerie Judkins, Judy Mitchell, Lynn Adcock and ,seated in front, Richard Rogers of Pacesetters.

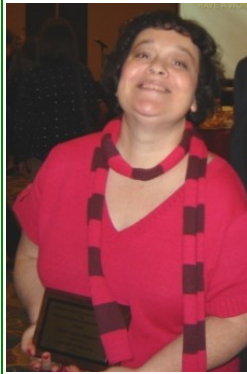
Princess for a Day



October 5th was a day of tiaras and sparkly gowns, as several friends gathered for a Princess Party in honor of Lori Stebbins. A good

time was had by all during the celebration featuring pizza, Reese's cups, and a pretty pink princess cake.

Employee of the Year Award



Pacesetters would like to congratulate Mary Alice Adkins for being awarded Employee of the year at the 5th Annual Awards Celebration from the Nashville area Employment Consortium and the Tennessee Business Leadership Network. She was recognized on October 25th at luncheon held at the Nashville Airport Marriott. Several Pacesetters' staff and friends were on hand to share the event with Mary.

Miss Fabulous Pageant

Recently nearly 30 young ladies from the Cookeville area were involved in the 1st Miss Fabulous Pageant.

The event was created and coordinated by Madison Hill, a



10th grader at CHS. This event provided the participants a chance to shine as they each received a sash and a crown. They also had the option to do an on stage interview. Pacesetters had four people we serve participate in the event. From left to right, Renee Roberts, Rebecca Bassett, Allison Pack and Tina Wofford. All of the ladies said they had a wonderful time.

Warren's Donation for Ronald McDonald House

In the August 2011, Barron Garrett, Annette Bryant and Support Specialist, Valerie Judkins, pictured below, make ready their donation for delivery to Chattanooga for Ronald McDonald House.



Collecting pop tabs to raise donations for this worthy cause is an on going event at the McMinnville Pacesetters. They are always on the lookout to give back to the community.



A FOUR STAR AGENCY
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Cookeville TN 38506

Phone: 931-537-9100

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Security 7 Gives Christmas Gift

The employees at Security 7 Systems usually get a bonus from their owner, Ernie Hassler, at Christmas each year. As a token of their appreciation, they all chip in to buy a Christmas gift for him. This year when they asked Ernie what he would like he said he had everything he needed and made the suggestion to give to someone who really needed it like Pacesetter Inc. They took his suggestion and made a \$500 donation to the Family Support program. Vickie Winstead family support coordinator said, "This is a blessing to the program and it will go to help the people we support approaching a difficult time of the year". Several families need assistance with higher utilities during the winter months among other things.

A great thing about the donations made to Family Support, is 100% of the money goes directly to the program needs. Vickie Winstead Family Support Coordinator at Pacesetter Inc. accepts a check from Larry Potts of Security 7 Systems. For more information on how you can donate to Pacesetter call 537-9100 or go to www.pacesetterstn.com



FAMILY SUPPORT NOT INCLUDED IN STATE BUDGET 2012-2013

The Commissioner of the Department of Intellectual and Developmental Disabilities, James M. Henry, has NOT included the Family Support Program in the proposed budget for next fiscal year 2012-2013. Even though Commissioner Henry is an advocate for the Family Support Program, he states because the program does not receive any federal funding, it would cost the state \$21 million dollars to fund the \$7 million dollar Family Support Program. Even though the program is not in the proposed budget, the final version of the budget must still be approved by the Legislature.

HOW CAN YOU HELP? By letting your needs be known there MAY still be a way to save the Family Support Program. It is CRITICAL to KEEP your name, your face, and your needs before Commissioner Henry, Governor Haslam, local representatives & senators. Let them know that you are thankful for them funding this program for 19 years! Let Commissioner Henry, Governor Haslam, & members of the TN 107th General Assembly know how important it is to YOU that they continue to do so!

Make a Family Time Capsule

Making a family time capsule can be fun and a good way to start the New Year! Explain to your family that a time capsule preserves memories and set a future date to open yours. Select an airtight container and begin.

Encourage everyone to write a letter to their future self, or create something that represents your whole family like a "best of" list. Choose a few special trinkets to include. Once you have filled your capsule, bury it in the backyard with a marker so you can find it later or hide it away in the house.

When that special day arrives, dig up or pull out your time capsule and share your "buried treasure" and your memories together!

~Kids Putnam