

# ***THE PACESETTER***

## QUOTE OF THE MONTH

**Oft hope is born when all  
is forlorn.**

**—J.R.R. Tolkien**

## PACESETTERS NEWS

- ❖ Putnam County will continue to host Bingo and Lunch at the Putnam County Community Center on Tuesdays at 11. \$5 to eat and play. Everyone is welcome!
- ❖ We had some feedback on our Employee Engagement Survey. See Page 3 for results and next steps!
- ❖ Putnam DSPs Only: Your October monthly meetings with Ron will be 10/7 from 7am-8am or 10/10 7am-8am at the Admin office.

## SHOUT IT OUT!

- ❖ Our White County Team had some fun at Pacesetters Day at the White County Fair! You all look FABULOUS!
- ❖ Well, I don't know about everyone else, but I certainly had a blast during Spirit Week! Thank you all for participating, for helping those we support to participate, and generally for all you do! You all looked AMAZING, and I can't wait to see what you come up with next year!
- ❖ Some of our Macon supported individuals got a jump start on Halloween decorations! It looks great, guys! I love your wig, Mike!



## SERVICE ANNIVERSARIES

**Kim Copeland—1 year**  
**Bethany Cole—1 year**  
**Kristina Coffee—1 year**  
**Barbara Carr—2 years**  
**Amy Alfrey—2 years**  
**Lydia Antonetti—3 years**  
**Tammy Gibbs—4 years**  
**Peggy Pritchard—5 years**  
**Shanna Jones—5 years**  
**Leslie Denton—6 years**  
**Daniel Strong—8 years**  
**Henry Carter—8 years**  
**Glynn Bumbalough—11 years**  
**Charlene Snipes—11 years**  
**Karla Kirby—14 years**  
**Kindle Moore—15 years**  
**Frances Poindexter—16 years**  
**Michele Taylor—17 years**

## WELCOME NEW HIRES!

**Julianna Hotchkiss**  
**Kristen Lloyd**  
**Samuel Mast**  
**Jayra Rogers**  
**Terri Threet**

**Know anyone you think would make a great DSP?**  
**Don't forget about our \$500 recruitment bonus!**



## Top Management on DSP week:



## DSP SPOTLIGHT:



**Betty Marler was nominated by Beverly Chrestman!**

**Betty has been with Pacesetters since 2008. Thank you, Betty, for all your hard work and dedication!**

**Want to nominate someone? Send their name and a brief description of why you think they should be showcased to Lindsay Young at [Lindsay.young@pacesetterstn.com](mailto:Lindsay.young@pacesetterstn.com).**

***DSP Spotlight: Beverly says, “She will go above and beyond to help when needed. She is a hard worker and great team player. She worked 14 years with this company and she still can keep up with everything and everyone.”***

## Happy Birthday!

### Supported Individuals

Johnny Watts—10/5  
David G.—10/6  
Michael Jones—10/6  
Amy—10/9  
Renee—10/15  
Richard—10/27  
Dayna Norwood—10/30  
Karen—10/30

### Staff

Katie Shirley—10/1  
Courtney Thrasher—10/3  
Kim Copeland—10/5  
Hollie Allen—10/7  
Eddie Lasko—10/7  
Kindle Moore—10/8  
Macie Krantz—10/9  
Beverly Phillips—10/9  
Cheri Loftis—10/10  
Carol Gaw—10/12  
Lanessa Page—10/12  
Jackie Kinling—10/16  
Ashley Key—10/21  
Melanie Manzo—10/25  
Samuel Mast—10/25  
Hailey Green—10/31

\*\*Oops! Don't see your name? We don't have permission to share 😊 Change by contacting HR!

## JOB OPENINGS

**\*Overnight Med SL LPN**

**\*Med SL DSP**

**\*DSPs**

Pacesetters sent out 191 surveys to employees, and 35 surveys were returned with feedback. Out of the 35 participants, the majority of the feedback was positive or neutral. We did receive some feedback on opportunities for improvement in two main areas: 1. How to better communicate and 2. Type of training preferred by staff.

We want to share what we have implemented and what future plans are to address these areas of opportunity:

- Onboarding/Mentoring process for new hires
- Review of the New Employee Orientation (NEO) training and when to do specific trainings with new hires to prevent burn out on training before starting to work in a home
- Develop a system with County Directors to provide better hands-on training in the home (shadowing and specific training needs for the person supported)
  - Working on consistency in procedures, processes, and training across the agency

We want to keep the lines of communication open and want staff to feel informed as changes come about in the future. We currently have the following communication tools in place:

- A monthly newsletter delivered with all staffs' paystub at the end of each month (implemented in April 2022)
  - Pacesetters Employees' Email (assigned to each employee at time of hire)
  - All Staff Memos (emailed to employee email address and printed to be filed at each worksite)
- Monthly Team Meetings (if you are unable to attend a meeting, please reach out to the House Manager to review the missed meeting minutes)

As always, if you have comments, ideas, and/or suggestions about "how" you would like for us to communicate changes moving forward, please reach out to Bill Toye, County Services Director, at 931-537-9100 ext. 1004.

### **Let's Talk About: CQL—The Council on Quality and Leadership**

Woo-hoo! We're accredited! But...umm...Lindsay, what does that even mean?

I'm so glad you ask! Let me explain. No, there is too much. Let me sum up:

#### What Is Accreditation?

A common understanding of the term accreditation involves the formal recognition of an organization for attaining a specified set of standards, often viewed as merely "passing a test." CQL's Accreditation approach is more about being on a journey toward ongoing organizational transformation. Rather than receiving a "passing score," it is about choosing the right path and making measurable progress. At CQL, they meet organizations where they are and help them move to a better place. Those areas needing improvement are referred to as "opportunities".

#### Why Is Accreditation Important?

Through an open, honest, and unbiased evaluation by outside experts, accreditation equips organizations with valuable information and action steps for improvement. When organizations rely on their own internal review of operations, they may unintentionally allow the investment they have in their organization to influence their outlook. Internal review also limits an organization to its pre-existing base of knowledge, whereas accreditation aggregates best practices from other organizations.

That's great, Lindsay, but what does that mean for us?

Essentially it means that Pacesetters has been recognized as being one of the best in our field by an international entity. Moving forward, changes and decisions we make will be based more heavily on CQL standards, which means a more person-centered approach to care. You'll hear us talk about rights, dignity of risk, and enabling technology among many other things. Some of this won't be new information, but we may be approaching it differently. You may be ask if you're interested in serving on focus groups for various things, and I encourage you to consider it! We want to hear what you all think and what your ideas are! For now, please just stay tuned to our newsletters for updates and information about topics related to CQL. If you have any thoughts or questions, feel free to call or email me! Thanks for all you do!