



## QUOTE OF THE MONTH

“Flowers don’t worry about how they’re going to bloom. They just open up and turn toward the light and that makes them beautiful.”

~ Jim Carrey

## WE VALUE YOU AND YOUR HEALTH!

BCBS Medical Plan partners with Hinge Health to provide no-cost support for back and joint pain without surgery or addictive medications.

The Digital Musculoskeletal (MSK) Clinic includes:

- App-based physical therapy with personalized exercise plans
- Guidance from doctors, physical therapists, and health coaches
- A wearable pain relief device to support your recovery
- 1-on-1 video consultations based on your needs
- Expert opinions from specialists to help determine if surgery is the right option.

Care options include:

- Preventive care
- Acute pain management
- Chronic pain support
- Pre- and post-op rehabilitation



With Hinge Health, you’ll have the tools and expert support to manage pain and improve mobility—right from the comfort of your home.

Managing diabetes can be overwhelming, but you don’t have to do it alone. BCBS Medical Plan also partners with Livongo to provide free tools and support to help you stay on track:

- A smart blood glucose meter that automatically logs results
- Unlimited test strips & lancets, delivered free
- Personalized tips & real-time support from certified educators

Stay on track with expert guidance and easy-to-use tools available in your medical plan.

We also want to remind staff that using a Walk-in Clinic for non-emergencies instead of the ER saves you time and money while reducing overall healthcare costs, helping keep insurance premiums stable.

If you are not in these programs and would like to get started log into your [bcbst.com](http://bcbst.com) account then navigate to Manage Your Health.



**WELCOME NEW HIRES!**

Melanie Steffen	Tanner Scott	Heather Calvert
Tashia Draper	Anthony Titsworth	Ariella Mahaney
Deborah Rivera	Ketrina Heath	Tyler Simpson

**SERVICE ANNIVERSARIES**

<u>Name</u>	<u>Years</u>	<u>Name</u>	<u>Years</u>	<u>Name</u>	<u>Years</u>
Kathy Bumbalough	24	Holly Burgess	5	Thomas Loyd	1
Margo Phillips	18	Jessica Jacobsen	5	Josh Bowden	1
Vikki Reynolds	17	Cindy Mabery	3	Teffanie Nodine	1
Janie Wilson	15	Tiffany Duffer	3	Susan Gales	1
Carla Thompson	9	Selena Gonzalez	2	Calista Treiber	1
Ron Eschelbacher	8	Holly Walker	2	Heather Myers	1
Misty Voiles	6				

*Congratulations!*

**HAPPY BIRTHDAY**

**Supported**

3/1 Anna Seibers  
 3/1 Bobby Davis  
 3/5 Carl T.  
 3/21 William Smith  
 3/27 Brian M.

**Staff**

3/1 Chris Dean	3/12 Anna Evans
3/1 Jillian Taylor	3/14 Cheyanne Melly
3/2 Tina Van Eick	3/17 Andrea Netherton
3/2 Frances Poindexter	3/20 Isabel Koceja
3/4 Tammy Walls	3/20 Jule Gales
3/4 Lesa Smith	3/20 Kenneth Derossitt
3/5 Casey Durham	3/24 Marilyn Harris
3/6 Susan Saunders	3/26 Ron Eschelbacher
3/11 Tana Taylor	3/30 Leslie Moser
3/11 Kathy Bumbalough	



**Oops! Don't see your name or see your name and don't want it seen? 😞**  
 Change this by contacting HR/Isabel Koceja at [isabel.koceja@pacesetterstn.com](mailto:isabel.koceja@pacesetterstn.com)!

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HIRING**

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- Referral Bonus is \$250



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**THINGS TO DO**

**March 7th - Caleb & Leann at Red Silo Brewery** - Enjoy listening to a vocal duo sing bluegrass music @ 8:00 pm-10:00 pm at 118 W 1st Street Cookeville, TN 38501

**March 9th - Spring Forward 1 hour for Daylight Savings Time**

**March 15th—2nd Annual Spring Market at Algood City Park** - Up to 100 vendors, food, live music, an Easter Bunny, and an egg hunt will be available from 9:00 a.m. to 5:00 p.m.

**March 29th & 30th - 2025 Upper Cumberland Home & Garden Show** The show will highlight building and remodeling ideas to decorating at Delmonaco Winery & Vineyards from 12:00 pm - 5:00 pm. Admission: \$5

**April 5th - 5th Annual Banana Pudding Festival** - The Banana Pudding Contest will have a 1st Place prize of \$1000. There will also be live music, pony rides, food trucks, petting zoo, over 100 arts and crafts. It will take place from 10:00 am - 4:00 pm in downtown Monterey (1 East Depot Street).

**White & Warren County Recognition**

The White & Warren County team received recognition from George Elrod of the Sparta-White County Help Center distributed 350,000 pounds of food to those in need at no cost to those who receive the food. This is an increase of 150,000 pounds in 2023. The Help Center prepares a box of staple food for each family, and are able to include bread, vegetables and frozen meals. has been recognized for giving back to the community. **Great Job team!**

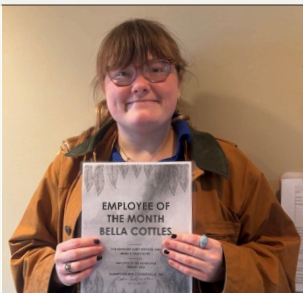
SPRING FORWARD  
MARCH 9TH  
1 HOUR  
DAYLIGHT SAVINGS TIME



**1st Quarter 2025 Employee Spotlight**

If you would like to nominate an hourly employee from your county, please submit a written explanation of why you are nominating this person to your County Director by April 7th. One nominee will be chosen from each county. The nominees chosen will be announced in the May newsletter and will receive a monetary award.

**HAPPENINGS AT PACESETTERS**



Isabella from Putnam County was thrilled to be named Employee of the Month!



Tony S. and Ruth H. of White County enjoyed the sunshine at RiverFront Park recently.



Shout Out to the group of DSP's in White County. Pictured: Dillon Meyers, Stephanie Turner, Marissa Horton, and Callista Treiber. Not Pictured: Sherry Brown and Tina Van Eick. Great job all!



From Macon County person supported Ricky Whittemore won Bingo at the senior citizens center.

### Let's Focus on Personal Quality of Life

CQL's Personal Outcome Measures® (POM) interviews are used to identify people's quality of life outcomes, plan supports, and gather information and data about individual outcomes. We conduct Personal Outcome Measures® interviews to demonstrate the linkage between personally defined quality of life and excellence in person-centered services and the importance of data in planning and making change.

- Are people achieving their priority life outcomes?
- What organizational practices are in place to ensure that people are supported to achieve their outcomes?



### The Importance of Outcome Measurement

Outcome measures change organizational behavior. Staff change behaviors when they know and understand people as individuals with priority outcomes similar to their own. Staff learn which organizational activities are not focused on what is important to people. Organizational planning, resource allocation, and evaluation also change with outcomes. The organization's role moves from providing programs and services to supporting people in achieving the outcomes the person values.

Outcomes focus attention on the whole person. The personal outcome approach does not allow staff to apply different standards and criteria to different areas of the person's life.

The personal outcome approach also results in a different perspective on organizational process. When organizations realize that supports are methods, not ends in themselves, they become more thoughtful in connecting services with priority outcomes. Using personal outcomes, organizations often find new methods to increase flexibility in making management decisions.

A focus on outcomes changes the way an organization looks at itself. Often, organizations link their strategic planning to personal outcomes. The leadership begins to examine the alignment between people's priority outcomes, services that connect to those outcomes and resources allocated to supporting those outcomes. During this reflection process it is an opportunity for organizations to implement changes to better align their practices and resources with what is important to the people they support.