

## Community Housing Network

Westlyn staff would like to thank Community Housing Network for all of the hard work that has been done in our home. The new floors look great! Westlyn is also looking at turning our living room into a more functional space with equipment to better meet the needs of the persons living here. We met with our team and great ideas were shared. Look out Borg, we are coming for a visit!

The following commendation was received from a recent Workers' Compensation insurance consultation after visiting Addison. "Thanks to Cindy Nierescher, Manager for the time to survey the facility; I am pleased to report that no recommendations were offered from this visit; the home's housekeeping was excellent, fire equipment inspections were up-to-date and emergency lighting operating, written programs available for review; and GFCI protection on outlets. She also mentioned the perfect scores the home has received from the State and other agencies following their inspections last year." Way to go Cindy!!

## Picnic By Guardian Jim Denys



Guardian Jim Denys provided a picnic at his family's vacation home. Mr. Denys was awarded the honor of Guardian of the Year for the Macomb area for all of his participation with the residents. He also shows kindness and support to staff.

## Employee Of The Year

Jessica Tower was recently awarded the Employee of the Year Award for the Monroe Area. She is the House Monitor at the Burr Oak location. She has worked for PRS since August 2009 and does a phenomenal job. She devotes a lot of her personal time to the persons served.



# The Home Front

Winter 2011

A PUBLICATION OF PROGRESSIVE RESIDENTIAL SERVICES, INC. • SERVING LOWER MICHIGAN SINCE 1982

## PRS Would Like to Thank a Few Special People

Every year Progressive Residential Services, Inc. recognizes employees, persons served, guardians, and neighbors who have given a special effort and/or assistance to our programs. Here are the award winners for 2010.



Jim Denys



Amy Jenkins

PRS Oakland  
**Nicole Stanley**

PRS Washtenaw  
**Joseph Shaloub**

PRS Monroe  
**Jessica Tower**

Battle Creek  
**Sean Burke**

Oakland  
**Denise & Adrian Balinski**

Macomb  
**Jim Denys**

Washtenaw  
**Amy Jenkins**

Monroe  
**Dean Mueller**

## Western Michigan Region

Expanded Services – Calhoun County SILs has expanded services to include the Child Waiver program with referrals through Family and Children Services. The program already has four clients.

### Management Changes

Renae Clark is now the Program Coordinator supervising the Quad. Loretta Drake is the Area Program Coordinator responsible for the supervision of Beachfield, Boyer, Pennfield, SIL 30 and SIL 33. Dianna Nelson is now the West Michigan State Director for PRS and oversees all operations.

### Site Upgrades

Beachfield has a new office. The laundry room has been renovated into an office and the once tiny office has become the laundry room. The new office has a nice open area to meet with guardians and case managers, giving consumers privacy.

### Emmett Street Office

The kitchen was recently remodeled and full size appliances have been installed to allow for future cooking classes.

### Thanks to Summit Point for the following:

Boyer received a new dining room set and a the tub was converted into a shower to accommodate a shower cart. Pennfield received new metal doors throughout the home and a new washer and dryer.

*continued on next page*

## Progressive Residential Services, Inc.

2950 W. Square Lake Road • Suite 209  
Troy, MI • 48098  
Phone: 248.641.7200 | Fax: 248.641.9338  
www.prs-inc.org

**Toll Free**  
866.451.3346

**Customer Service Line**  
866.475.8119

**Addison**  
920 Rochester Rd. • Leonard, MI • 48367  
248.628.9402

**Milford**  
9345 Milford • Holly, MI • 48442  
248.634.8505

**Westlyn**  
3959 Westlyn • Orion, MI • 48359  
248.391.0822

**Granger**  
4575 Granger Rd. • Oxford, MI • 48371  
248.628.0055

**Boyer**  
35 Boyer • Battle Creek, MI • 49017  
269.962.7640

**Beachfield**  
118 Beachfield • Battle Creek, MI • 49014  
269.963.2122

**Borg**  
1279 Borg St. • Temperance, MI • 48182  
734.847.4474

**Sterling**  
5600 19 Mile Rd. • Sterling Heights, MI • 48314  
586.254.9642

**Romeo**  
39880 Romeo Plank Rd. • Clinton Township • 48038  
586.286.1952

**Judd**  
1035 Judd • Saline, MI • 48176  
734.429.8155

**Pennfield**  
115 Primrose Lane • Battle Creek, MI • 49017  
616.964.4397

**SIL Battle Creek**  
269.966.1446

**SIL Monroe**  
734.241.7441

**SIL Washtenaw**  
734.470.6635

**Jan Hurst**  
Clinical Director  
248.641.7200

**Denise Parker**  
State Operations Administrator  
248.756.1628



## Training

### Gentle Teaching: Working with People

Three managers and Supported Independent Living staff attended Focus classes taught by Summit Pointe Case Managers, who are certified as trainers for Gentle Teaching. Included in the introduction to the gentle teaching pattern were the Four Pillars of Companionship and the Four Tools used in conjunction with the Pillars. The class also addressed positive techniques to address challenging behavior and proactive options for engaging the person served in a positive manner. This is the first time Gentle Teaching is being used in the area.

### Leadership Oasis

A monthly luncheon addressing topics of interest that impact Calhoun County is sponsored by HelpNet. Last quarter's topics included:

Drugs and Testing in Occupational Medicine featuring Dr. Bruce Baker, Board Certified Addictionologist at the West Brook Recovery Center. Dr. Baker provided an update on the latest statistics relative to Drug Abuse in the Workplace, including a detailed description (with samples) of the masking agents and techniques that some individuals employ to circumvent drug testing.

### What's My Wheel?

Featuring Chrishonda M. Smith MBA, CCDP an interactive workshop designed to give participants an inside look at Diversity and Inclusion and how one's personal L.E.N.S. impacts interactions with others. Also looked at were the parallels between Diversity and Engagement.

### Calhoun County is Going on a Diet!

Battle Creek Mayor, Susan Baldwin, presented with The Regional Health Alliance (a partnership of individuals and organizations working together to improve the health of Calhoun County residents) discussing the roll out of a county-wide initiative to help all Calhoun County residents achieve better health.

### Michigan: The Next Five Years.

George A. Erickcek, the Senior regional Analyst for the W.E. Upjohn Institute for Employment Research, discussed what is likely to happen and how can it changed. He highlighted critical areas in the State where economic change can occur that could support potential growth.

*continued on next page*

## PRS Employees

Did you know that one of your health plans pays for the cost of Weight Watchers? If you are on the Total Health Care Plan and receive a referral from your primary care doctor, you can take advantage of the program at no cost.

## 2009/2010 Report Card

Category	Objective	Target	2009-2010 Cumulative
Satisfaction	Maximize satisfaction of persons served with PRS MI services	100%	98%
	Maximize satisfaction of parents/relatives/guardians with PRS MI services	100%	98%
	Maximize Professional/ Stakeholder satisfaction with PRS MI services	100%	97%
	Maximize satisfaction with Employees within PRS MI programs	100%	94%
	Maximize satisfaction of persons served who exit or change program service delivery with PRS MI	95%	100%
Access	Maximize access for persons served by increasing group "special events" in community.		90%
	Maximize access for persons served by increasing one to one (one staff/one person served) activities in home/community.	90%	75%
Effectiveness	Maximize program effectiveness by increasing percentage score on all Billing Verification Audits	95%	92%
	Maximize program effectiveness with PRS MI by compliance with all internal Peer Quality Reviews	95%	91%
Efficiency	Utilize program budget efficiently by monitoring use of overtime (Not for SIL programs)	3%	3.95%
	Increase number of Performance Evaluations completed within month of due date.	90%	76%