

THE QUALITY NEWS

“We have a Strategic Plan. It's called doing things ”

Herb Kelleher

Person Centered Planning & Thinking

A Change in Thinking & the Power of PCT

I know you hear it, see it, believe it....as agency, we have embraced it. “It”, of course, is Person Centered Thinking. PCT & its wonderful tools are all around us - motivating us, driving us, centering us to help the people we serve live the lives that they *dream* of. Person Centered Thinking is an integral part of how we operate, woven into our trainings, our language, our approaches, our everyday lives. How do we keep this alive in our organization & our thinking? Of course, through our PCT Coaches as they are the valuable resource that continually connects us with the tools and teachings of PCT. A coach has a goal and that is to teach all other employees about PCT tools, their practices and how to apply them to the everyday work we do by providing instruction, demonstration, observation and continuous feedback. Understanding how to use PCT tools helps all of us to focus on what is meaningful to the individuals we serve.

Let me introduce our Coaches to you!!! Our veteran coaches: *Kerriann Frost, Gary Kummer, Kathy Shimmel, Trina Trent, Cheryl Brantley, Bruce Larsen, Travis Kirksey, Michael Balogun and George Joseph.* Earlier this year, the veteran coaches started to train and mentor a new round of coaches. This new group includes: *Stella Ecep, Mary Semambya, Suman Paul, Nadia Pronik, Mary Tilson, Nancy Tarazona, Antonia Wheelwright, Karen Sutphen, Bola Kukoyi, Steve O'Donnell and Augustine Udott.* The idea is that we *all* will be coaches eventually, a continuum to motivate each other using PCT tools in our every day approaches.

The coaches meet monthly to review expectations, discuss the different PCT tools, how to apply the tools in real life settings and they share “success stories”. Coaches bring out the best in people; they create environments where team members can identify and solve problems on their own; they encourage personal involvement for the individuals we serve by using tools that identify people's strengths and interests which ultimately helps people to live the life that they want to live.

To our Coaches - you are the link, the teacher, the mentor, the dream maker - Thank you for your commitment to the people we serve!



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**Therap
Tips!**

UPDATING INFORMATION

Therap, Therap, how I love you!

We all use Therap and there is information that we entered once upon a time when we first launchedthat well, may not be up to date today. Names and addresses of contacts; employment information; Case Management and of course phone numbers.

Individual Data is the glue, the center of what keeps Therap ticking and the data must be updated on a continual basis. Individual Data populates other Therap modules...which means, information must be accurate and up to date!

OK, so how can we all help? The Program Staff and Direct Support Professionals are the pulse of Therap. You are the team leaders who are the first to know this data and it is so critical that you enter and update this data into Therap. Keeping the information fresh is key for Therap to function properly. Please take a moment, when you have knowledge of updated or new information and enter it into the Individuals IDFI. So easy to do! You will be glad you did as the data will be safe and secured! Like all Therap modules, so simple to do....Go to Individual Data, search, select, scroll to bottom and click EDIT Individual Data.

Plus, Therap has been busy making some really cool & much needed updates for the Individual Data! The archaic term “Mental Retardation” has been renamed as “Intellectual Disability” under the Individual Data fields in Therap! Check out the many changes here:

<http://support.therapservices.net/display/support/Release+Notes+for+Therap+2012.0/ReleaseNotesforTherap2012.0-IndividualData>

Do you have a Therap tip or question? We want to hear from you! Email your tips or questions to: lbai@thearcosomerset.org

We are currently using:
Therap Version: Version: 2012.1.0 20120423-0241

What's On The Training Board?

- ◆ Thursday May 24th—Scott Stohr from CMI will be with us for three sessions of HAZARD AWARENESS an Interactive, fun hazard identification training! There will be three opportunities to sign up for this training. Session Times are 10AM; 1PM and 3 PM and seating is limited to 25 per session. Sign up today with Adrienne Talbot @ 908 725 8544 extension 601 and reserve your spot.
- ◆ Did you know that trainings offered at the *Elizabeth M Bogg Center* are free to all Individuals we support, Arc employees and family members as well? Click here for their full calendar of training opportunities: <http://rwjms.umdni.edu/boggcenter/training/overview.html>