Throughout the year, Pacesetters sends surveys out to various stakeholders to try to collect feedback on how the agency is doing in terms of providing quality services. The Parent/Family survey was sent out in July with results tabulated in September.

The survey questions were worded such that the higher the rating (number) the more positive response. Below is the number of responses in each rating category as well as the average score for each question. In addition, there is a comparison to the average score to 2014. Please note that 2014 averages are based on a 4 point scale. The 2015 averages are based on a 5 point scale.

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Indicate how satisfied that the services which Pacesetters has provided to your family member has helped relieve stress on your family?</td>
<td>65%</td>
<td>16%</td>
<td>17%</td>
<td>1%</td>
<td>1%</td>
<td>4.4</td>
<td>3.4</td>
</tr>
<tr>
<td>How satisfied are you that the environment which services are provided to your family member is healthy and safe?</td>
<td>65%</td>
<td>18%</td>
<td>12%</td>
<td>4%</td>
<td>1%</td>
<td>4.4</td>
<td>3.5</td>
</tr>
<tr>
<td>How satisfied are you that staff respect the choices made by your family member?</td>
<td>61%</td>
<td>13%</td>
<td>24%</td>
<td>1%</td>
<td>1%</td>
<td>4.3</td>
<td>3.5</td>
</tr>
<tr>
<td>How satisfied are you that opportunities have been provided to your family member to be part of the local community?</td>
<td>62%</td>
<td>19%</td>
<td>16%</td>
<td>1%</td>
<td>1%</td>
<td>4.4</td>
<td>3.5</td>
</tr>
<tr>
<td>How satisfied are you that the services and supports provided by Pacesetters has had a positive impact on your family member?</td>
<td>63%</td>
<td>19%</td>
<td>14%</td>
<td>3%</td>
<td>1%</td>
<td>4.4</td>
<td>3.4</td>
</tr>
<tr>
<td>How satisfied are you with the amount and type of communication you receive from Pacesetters regarding your family member?</td>
<td>50%</td>
<td>20%</td>
<td>22%</td>
<td>7%</td>
<td>1%</td>
<td>4.1</td>
<td>3.2</td>
</tr>
<tr>
<td>How satisfied are you regarding how Pacesetters handles complaints or concerns about your family member?</td>
<td>60%</td>
<td>14%</td>
<td>19%</td>
<td>6%</td>
<td>1%</td>
<td>4.3</td>
<td>3.3</td>
</tr>
<tr>
<td>How satisfied are you that staff is trained well enough to provide services to your family member?</td>
<td>55%</td>
<td>16%</td>
<td>22%</td>
<td>6%</td>
<td>1%</td>
<td>4.2</td>
<td>3.2</td>
</tr>
<tr>
<td>Overall, how satisfied are you with the services and supports your family member receives from Pacesetters?</td>
<td>60%</td>
<td>17%</td>
<td>21%</td>
<td>1%</td>
<td>1%</td>
<td>4.3</td>
<td>3.4</td>
</tr>
</tbody>
</table>

Overall Average Agency Response | 4.3 | 3.4

At Pacesetters, we strive to provide the very best services and supports to those we serve. Feedback is welcome at any time. We can be reached at 931-537-9100 or pacesetterstn.com
Pacesetters Press

Fair Days of Summer

Pacesetters Fair Day in White and Putnam Counties were a huge success! Thanks to our local County Fair Boards, everyone had a fantastic time!

Leonard visited Teens Need Training’s Kids Matter reading program. One of students that usually likes to have his own space went right up and challenged Leonard to a game of Battleship. We’re not sure who won the game, but we know they are both winners!

“Great things are done by a series of small things put together.” - Vincent van Gogh

Pacesetters Hosts DIDD Workshop

Pacesetters, Inc. hosted a 4-day Personal Outcomes Measures Workshop, conducted by DIDD employees Tony Peña and Derrell Lankford during September 2015. This workshop is designed to assist its participants in learning to use The Council on Quality and Leadership’s Personal Outcomes Measures® for assessment and enhancement of quality and consistency in services. One of the ways this is accomplished is by learning from people with disabilities; therefore, part of the workshop includes interviews with people supported as part of the training process.

Personal Outcomes Measures® focuses on the person, and expectations for performance are defined by the person. Personal Outcomes Measures® are grouped into 3 key factors (My Self, My World, My Dreams) and 21 items that define quality from the individual’s perspective. A few examples of these personal outcome measures include relationships, safety, health, individual rights, choosing where and with whom they live, social roles, choosing where they work, choosing and realizing personal goals, having friends, being respected and participating in the life of the community.

Participating in the workshop are Pacesetters employees Michael Anderson, Lauran Gallagher, Mary Celi, John Webb, Marilyn Prestridge, Elaine Sherrell, Shannon Twiford, Mateka Neeley, Aaron Adkins, and BGC employees Connie Buford and Julie Ferguson, who are Independent Support Coordinators.
What can you do to celebrate 70 years of inclusivity in the workplace? Here are some ideas...

1. **Learn** the benefits of a diverse workforce.
2. **Hire** someone with a disability.
3. **Educate** your community on inclusive hiring practices.
4. **Celebrate** and patron businesses that hire people with disabilities.

"And like all people, we are the sum of many parts, including our work experiences. Disability is an important perspective we bring to the table, but, of course, it's not the only one." - Jennifer Sheehy

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**October is National Disability Employment Awareness Month**

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**Reasons organizations hire people with IDD**

- **Positive relationship to market performance:**
  - 70% It supports our organization’s culture
  - 64% It supports our diversity and inclusion strategy
  - 62% It’s the right thing to do

- **Positive relationship to addressing D&I at a business strategy level:**
  - 57% We have found good talent matches for open positions
  - 50% It supports our corporate social responsibility strategy
  - 47% Internal advocacy from employees with involvement in the IDD community

- **It produces measurable or observable business benefits:**
  - 43% It supports our public image
  - 41% It supports our talent acquisition strategy
  - 30% Federal or state incentives
  - 14% Federal or state contracting requirements

*Source: Institute for Corporate Productivity (I4CP)*
The two Leadership Award Winners are role models for the Agency and mentor Direct Support Professionals by promoting and reinforcing the concepts, goals, and objectives of person-centered thinking and self-advocacy. Leadership requires balancing knowledge, empathy, risk and commitment to personal growth, excellence and the ability to recognize and nurture those traits in others. As voted for by their peers from across the agency, Amie Clinton and Lisa King are our two 2015 Leadership Award Winners!

**Amie Clinton**  
**Administrative Assistant - Putnam**  
“Amie is the real deal!” Although her days are hectic, she never loses sight of our mission. Amie, as the hub of Putnam, is the first face a new Putnam employee sees and she immediately begins the training process by mentoring positivity and professionalism.  
Congratulations, Amie!

**Lisa King**  
**Macon County Director**  
With her tenacity, ability to see the big picture and person-centered approach to taking risks, Lisa leads the way in terms of moving Macon County forward. She is professional, knowledgeable and makes the needs and desires of those supported the priority.  
Congratulations, Lisa!
This award is presented annually to an outstanding Direct Support Professional (DSP) in each of the counties. This DSP excels at turning words into action, repeatedly exhibit a positive commitment to the needs and desires of persons supported and they share this passion with their co-workers. They know how to break barriers and open doors leading to community inclusion and employment. They assist person(s) supported by spotlighting what is possible and help others overcome fear and doubt. As voted for by their peers, below are each of our 2015 Spirit Winners! Congratulations!

**2015 Spirit Award Winners**

**Eddie Lasko of Putnam County** - Above all, he is a noted advocate for those supported. He is enthusiastic and knowledgeable. Eddie continually encourages coworkers and those he supports to go beyond their perceived limits and assists in creating fuller and inclusive lives.

**Karla Kirby of White County** - Karla wears several DSP hats, is flexible and seamlessly assists in multiple programs. Words used to describe Karla are self-directed, trustworthy, person-centered, character, integrity and genuine.

**Candy Simmons of Warren County** - Given Candy's positivity, fearlessness, can-do-it attitude and team mentality, there are no obstacles too big to remove or overcome. It is with these attributes, a kind heart and her respect for those supported that has co-workers saying they need more people like Candy.

**Sarah Phillips of Overton County** - Sarah puts action behind community exploration. By supporting others to live meaningful and fully-included lives in the community, she assists in building an enlightened community and advocates for those she supports.

**Kariann Hutchings of Macon County** - Kariann embodies leadership and person-centered thinking. She identifies barriers and works with all involved to bring about a successful outcome. Her goal of mission accomplishment is contagious, as is her smile.

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Do you know someone who would be great at direct care? Did you know current employees of Pacesetters can earn up to $100 for referring a direct support professional? Contact HR 931.537.9100 for details!

View our DSP Job Overview videos and Submit Applications online at our website: [www.pacesetterstn.com](http://www.pacesetterstn.com)! (To be eligible for employment in direct care, applicant must have a high school diploma or GED, pass background check and drug screen)
WHEREAS, an ethical, well-trained and dedicated direct support professional workforce is often the bridge to inclusion for people with intellectual and developmental disabilities; and

WHEREAS, empathy and genuine understanding of persons with disabilities are fostered in communities through the work of direct support professionals; and

WHEREAS, communities are strengthened and enriched by the inclusion of all members of society, including people with disabilities; and

WHEREAS, people with disabilities may be better able to secure and maintain gainful employment with the support of direct support professionals; and

WHEREAS, many families of people with disabilities are supported through the efforts and assistance of direct support professionals; and

WHEREAS, the lives of children and adults with disabilities are enriched through the work of direct support professionals; and

WHEREAS, people without families often find friendship and love from direct support professionals; and

WHEREAS, Tennessee citizens with disabilities are more able to live self-directed lives, because of the support of direct support professionals; and

WHEREAS, thousands of Direct Support Professionals live and work in Tennessee and deserve recognition as valued members of our society for the essential supports they provide to people with disabilities;

NOW, THEREFORE, I, Bill Haslam, Governor of the State of Tennessee, do hereby proclaim September 13-19, 2015 as

Direct Support Professionals
Recognition Week

in Tennessee and encourage all citizens to join me in this worthy observance.

IN WITNESS WHEREOF, I have hereunto set my hand and caused the official seal of the State of Tennessee to be affixed at Nashville on this twentieth day of May, 2015.

[Signature]
Governor

[Signature]
Secretary of State

In recognition of DSP Week, our five DSP Spirit Winners and several members of the executive team traveled to Nashville to meet Gov. Haslam, tour the State Capital and dining.

Each of the winners also received a personalized, congratulatory letter from Sen. Bob Corker.
4 Things Not to Do When Interacting With Someone Who Uses a Communication Device

By Rachel Kassenbrock

If you haven’t spent time with someone who uses a communication device, it can be tricky to know how to act or what to say. To better understand how to interact with someone who is nonverbal, Rachel Kassenbrock, of The Mighty, decided to ask the people who speak through devices. She asked their readers on Facebook to learn what they wish people wouldn’t say or do during conversations.

Don’t be impatient.
Using an app, typing out a response on a letter board or communicating through another type of equipment can take longer than responding to something out loud, but just like in verbal conversations, no one likes to be interrupted.

Don’t assume someone who communicates through a device isn’t intelligent.
Just because someone isn’t able to vocalize a thought or opinion doesn’t mean they don’t have something to say. “When people ask me things, I know exactly what I want to say, but there is an ever-present blockade between my brain and my mouth,” Henry Lobough, who has nonverbal autism and communicates with a letter board, wrote in his piece, “Yes, I’m Nonverbal. But That Doesn’t Mean I’m Unintelligent.” “It is extremely frustrating.”

Don’t speak to someone through his or her parent or caregiver.
Someone using a device may not be able to speak verbally, but that doesn’t mean he or she can’t understand and respond to what you’re saying. Give this person the chance to speak for his or herself instead of speaking to the person they’re with.

Don’t avoid someone entirely because he or she communicates differently.
It might seem intimidating at first, but approaching and starting a conversation with someone who uses a communication device can go a long way. After a few minutes, you may realize they aren’t so different after all.

Makin’ Macon Fit 2015

Macon County participated in this family Fitness Festival alongside the local Interact and Jr. Interact Clubs. The focus of this event is to get everyone moving and healthy. Pictured here left to right are Nicole, Dorothy, Rosie and Alice.
FAMILY SUPPORT

Vickie Winstead and Tonya Dulworth shared information about their wonderful Family Support program and Pacesetters Inc. at TTU's Service Engagement Fair held on TTU Campus this September.

It is not too late to sign up for volunteer opportunities! Call Wendy McCann at (931)537-9100 ext.1015 or email us at info@pacesetterstn.com.

Help us put more money into our programs by receiving electronic communication. Please visit www.pacesetterstn.com to sign-up to receive our newsletters!