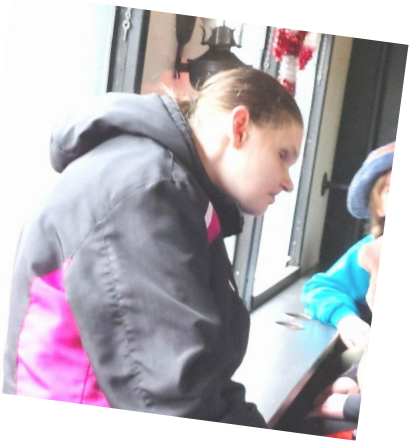
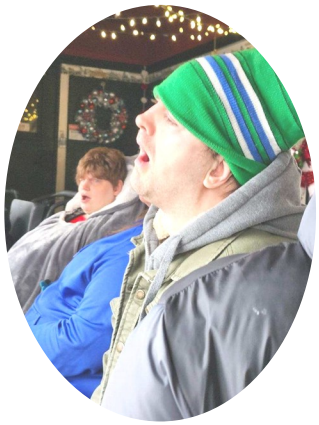
ADAPT

January 2024

2023 was a BLAST!!! Looking forward to a WONDERFUL 2024!

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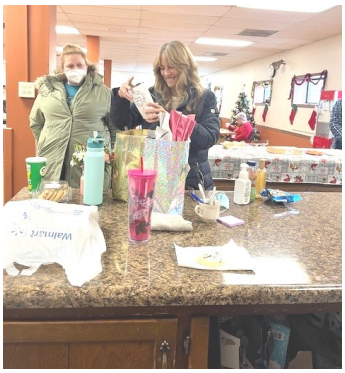
Farewell Tracie

Tracie Johnson was *rehired* into Adapt on December 9, 2003. And December 31, 2023 was the official end of an era, as Tracie moved on from Adapt to pursue new ventures. It's very challenging to sum up all the experiences and memories that 20+ years brings with it. Tracie has been an integral part of our ADAPT family and has worked at numerous homes as well as in our training department over the years. She has also been involved in different areas as the need arose and lent her talents with painting and maintenance issues. Tracie worked the longest as the Quimby Home Supervisor, along with overseeing the Pierson and Alden homes. One of Tracie's best attributes is how quick she is to offer support, and often, without anyone asking it of her. She recognizes a need and will be there to help in any way she can. Tracie is a dedicated and loyal team member who possesses a great sense of humor. Tracie does not enjoy being in the spotlight, but it is important to recognize her contributions to the organization over the years and to tell her, *WE APPRECIATE YOU!* We thank you for the part of your life you shared with us, including the many hours given to work. Her influence on so many lives has not gone unnoticed!

We wish you all the best, including fulfillment and adventure in your next chapter!

(Tracie, Becky G., and Angie **above)**

Tracie enjoyed her "farewell" party and many thoughtful gifts. It was hard to say goodbye—we will miss you!



Congratulations Bowlers!!!

The St. Joe and Branch County Day Programs met up and combined talents for their annual bowling league. Many of our finishers improved their scores, but most importantly, they were able to see some old friends. The two counties meet up from time to time and always look forward to seeing each other during their bowling season.

Due to illness, the Branch County Day Program was unable to attend the original Awards Day. Awards were provided by Pam Sexton, a long time and beloved employee from the St. Joe County Day Program. A big ***Thank You*** to Pam who made a special trip to Coldwater a couple weeks later and had a second Awards Day so the Branch County Program participants did not miss out!

Kim was very pleased with her gift choice. Giving to others brought a beautiful smile to her face!

Nicole plans to shop one more time with her mom before the box is picked up.

Kenny was delighted to give to our youth. "Giving back means a lot to me".

2023—A Year of Giving

The Branch County Day Program participants decided at the beginning of the year to make it their mission to give back to our community. Throughout the year, participants have collected items for the Blessing Boxes, Animal Shelter, and Toys for Tots organization.

Many Day Program participants shopped for and donated to the Toys for Tots. They inspired many of Adapt's employees to donate as well. *Just look at how full that box is!*

This is what being part of a community is all about—helping and inspiring each other, and spreading Holiday Cheer! Great work, everybody!

Back row: Justin, Scott, Tommy, Michael, Nicole, and Jeff
Front row: Seana, Codey, Ricky, Nina, and Kim.

Voices of Experience—Employee Spotlight

Adapt's history is filled with memories of the people we serve as well as some pretty awesome employees. Recently, Mellisa Rice, Program Excellence Advocate, had an opportunity to interview several employees who have worked at Adapt for 15 years or more. Not all employees who have been with Adapt for 15+ years chose to speak, but many did. Employees who were interviewed were asked several questions regarding their employment at Adapt. Each person was asked what they liked most about working at Adapt, what brought them to Adapt initially, and what was the main reason for continued employment.

Nearly half the employees mentioned having a family member who worked at Adapt and then recruited them. The other half mentioned an ad in a newspaper. Not every employee knew what skills they would need to work at Adapt, but every single one of them said the job was fulfilling, and they have felt valued during their employment with the organization. These employees feel valued and believe they play a significant role in the successes of the people we serve. They all indicated it is the people we serve that keeps them coming back to work, and they feel like family. They couldn't imagine life without them!

Tracy (31 years awesome), Branch County Day Program, said in her earlier years, "flexibility and the hours were a huge bonus for her as a single mom". She said she couldn't imagine any other employer willing to accommodate like Adapt has in the past and continues to do so today. Becky Boyd (17 years awesome), Argosy Home, expressed similar memories. She stated she has never had an employer in all her time that has set out to support all their employees. Becky expressed gratitude towards senior leadership for going above and beyond to attempt to make every employee feel valued.

Recalling memories and stories of those they have served brought several employees to tears. There are so many people we have had the privilege to serve who will always have a special place in our employees' hearts. Joanne (25 years awesome), Rosewood Home, remembers wanting to be a teacher when she became an adult, "then life happened". When she moved back to Coldwater, she applied at Adapt, and found a love for teaching the people we serve and her coworkers throughout the years. Joanne spends many of her days teaching our newly hired employees how to communicate with those who cannot easily communicate. Her favorite part of her job is knowing what the individuals at Rosewood are saying without words. Joanne stated, "20 years of working with one person and they get to know you like you know

Becky Boyd	17 years	Argosy
Amber Behrends	16 years	Argosy
Victoria Marson	38 years	Branch IHS
Linda Hyska	26 years	Branch IHS
Robin Hanson	24 years	Branch IHS
Karen Hoard	16 years	Branch IHS
Karrie Weaver	16 years	Branch IHS
Caren Steven-Grate	17 years	Chicago Street
Tambra Hurley	37 years	CLS - Branch County
Cindy Kaiser	31 years	CLS - Branch County
Tracy Turmell	31 years	CLS - Branch County
Rodney Mobley	36 years	Gail Ann
Dorothy Merriam	31 years	Gail Ann
Becky Glant	31 years	Gail Ann
Tina Truax	19 years	Gail Ann
Leeta Merriam	15 years	Ivanhoe
Alicia Tyler	20 years	Northridge
Debra Bowerman	24 years	Pierson
Jan Swanson	40 years	Branch IHS
Joanne Grigg	25 years	Rosewood
Pamala Sexton	30 years	ST Joe CLS
Christine Maher	15 years	ST Joe LS
Dawn Craven	22 years	Westbrook
Brenda Haas	36 years	Workshop

them. If I am stressed, a grunt directed to me will remind me to 'settle'. It's magical that no words need to be exchanged for a conversation to occur."

Without a doubt, it is the individuals we serve who keep our employees coming back. Each person interviewed reported a family-like feeling, from holidays to vacations, Adapt has a long history of providing compassionate care and quality experiences with friends and in the community. Leeta (15 years awesome), Ivanhoe Home, recalls many cool trips with the people we serve. Two of her favorite places were Shed's Aquarium and the Rock-n-Roll Hall of Fame, both in Chicago.

Leeta's mom, Dorothy (31 years awesome), Gail Ann Home, recalls having found self-confidence through caring for those she has served. She recalled an earlier memory from the Wood Home, when it was a child's home, that empowered her to find the little treasures in life and hold on to them. Watching the reaction of an individual experience Fourth of July fireworks, as if it was the most amazing show on earth, helped her cement this philosophy. Those we serve have immense courage and strength to try something new and it is awe inspiring.

Most of those interviewed believe no other employer can offer the experiences shared by these employees, the variety of works tasks, the love from coworkers and person served, the support from supervisors, and the commitment Adapt shows for each person (person served or employee). Thank you all for sharing your stories! We appreciate everyone who has dedicated many years of their own lives to the people we serve!

Annual Satisfaction Survey Results

Adapt conducts an Annual Satisfaction Survey which includes stakeholders, employees, and the people we serve. The data we receive is used to devise goals for the upcoming year and can be found in Adapt's Annual Outcomes Report. The Outcomes Report is part of an overall Program Evaluation system. This year, as is the case every year, the results of the surveys indicate a high level of satisfaction throughout Adapt and some areas for improvement. Scores are calculated on a five-point scale, with five (5) meaning "excellent" and one (1) meaning "poor". There is also a three-choice selection, with options of "yes", "sometimes", or "no". For the purpose of presenting the information here, all scores are converted to percentages. Below is some preliminary data. We encourage all stakeholders to complete these annual surveys and we are aiming for increased participation next year. We want your constructive feedback!

Consumer Survey—Adapt Residential Program

⇒ 97% of individuals served at Adapt are satisfied with their services overall.

⇒ 96% of individuals feel the Home Supervisors were helpful.

Residential and Day Services Employees

⇒ 95% of employees feel they are making a positive impact on the lives of those served. Staff members are very pleased with the relationships they have built with the people they serve.

⇒ 92% feel that when Adapt makes significant changes to their schedule, job requirements, care for consumers, and operation of the home, these topics are explained clearly.

⇒ 84% feel that the quality of training offered for all newly hired employees is very helpful.

In-Home Supports Employees

⇒ 89% of In-home Support employees feel their ideas and suggestions are listened to and considered.

⇒ 91% of employees feel the quality of the training they received was very helpful.

Survey Results Continued

Outlook Clubhouse (Branch County)

⇒95% of Clubhouse members feel they are making progress towards their goals.

⇒97% of Clubhouse members satisfied with their Clubhouse experience.

CLS Program (also known as the Day program)

⇒ 97% of the individuals surveyed indicated they like the community activities offered.

⇒ 98% of the individuals surveyed are satisfied with the CLS Program.

Stakeholder Surveys - Branch County:

⇒ 95% surveyed stakeholders are satisfied overall with the services their individual is receiving at Adapt.

⇒ 94% feel the community activities the CLS program (Day Program) engages in are positive and beneficial to the person served.

⇒ 100% feel satisfied with the communication between the In-Home Supports worker and the family.

⇒ 95% feel their individual's personal care/safety needs are being met in his/her Adapt home.

Stakeholder Surveys - St. Joseph County:

⇒ 92% surveyed stakeholders are satisfied overall with the services their individual is receiving at Adapt.

⇒ 93% feel the community activities the CLS program (Day Program) engages in are positive and beneficial to the person served.

⇒ 96% feel satisfied with the communication between the In-Home Supports worker and the family.

⇒ 96% feel their individual's personal care/safety needs are being met in his/her Adapt home.

Policy Reminder:

When Adapt closes for inclement weather, Adapt will announce on the local news channels, just as the schools and other businesses.

For Sturgis: WWMT3 and WLKM (Three rivers)

For Coldwater: WTVB

See Personnel Policies, page 27 for full policy:

Snow Days/Inclement Weather - Attendance

All employees are expected to report to work in the Residential program… Your supervisor can provide further instruction regarding preparation for inclement weather as a caregiver in an ADAPT home.

Administrative and Day Services employees (Clubhouse, Employment Resources, Day Program) are to report to work unless notified. Employees should check with their supervisor prior to reporting to work.

Can you open the Lock using these clues?

682	One digit is right and in it's place
614	One digit is RIGHT but in the wrong place
206	Two digits are RIGHT but both are in the wrong place
738	ALL digits are wrong
380	One digit is RIGHT but in the wrong place

Answer 042

ADAPT