

BRIDGEWAY WEEKLY MONITOR

News Briefs from Human Resources

April 2, 2010

110% AWARD



Lauralea Clardy, Systems Developer was honored with a Bridgeway 110% Award on Tuesday, March 30th. Lauralea was honored for her “Strong Work Ethics & Dedication”. Lauralea is a very familiar face throughout Bridgeway. While her area of expertise is actually with website development, she does whatever needs to be done in IS to keep the systems running, computers functioning and phones operational. Lauralea works many weekends, puts in long hours, hears lots of complaints from staff but always has a smile on her face when she is there to assist with a problem. She never makes individuals feel dumb or incapable (even if she may think they are a little challenged by technology!) and because of that attitude, she is very approachable. Customer services at its best!

Lauralea is reaching a milestone this spring in that she will obtain her bachelors degree. A hectic work schedule, a family and all that is required to complete her degree demonstrates the strong work ethic she has. Congratulations in attaining your goal!

Lauralea demonstrates the Bridgeway Mission each and every day and is a true asset to our organization. Lauralea was honored with the Bridgeway 110% Award, which includes a certificate of recognition, a 110% pin, and a \$25 Gift Check. Congratulations Lauralea!

ONE YEAR SERVICE AWARDS

The following Bridgeway Inc. employees have reached a one-year milestone in March 2010. Each employee will receive a one-year service award pin and certificate. Congratulations to the employees on their accomplishment.

Absalom Lewis, Residential Assistant Galesburg – March 2, 2010
Jenny Lee, Director of Rehabilitation Services Pekin – March 9, 2010
Rebecca Flock, Residential Assistant/DD Macomb – March 10, 2010
Jacynth Currie, Residential Assistant Kewanee – March 30, 2010

KUDOS...

From: Ronadene Bogener, Youth & Family Service Dir.

This letter was received from an aunt of a youth housing consumer.

To Whom It May Concern:

Please be advised that this letter is being written for the intent of offering my thanks for the excellent services provided by one of your wonderful employees. I am referring to Mrs. Dorothy Johnson. I had the privilege of having her assist my nephew in the process of locating and helping with obtaining his first residence. I was very impressed with the way she gave 100 plus percent in the process and went, what I feel, was above and beyond the call of duty to assist both he and I as I attempted to assist as well. Dorothy is very professional in how she handles her clients, her client's family, and all those that we came into contact with along the way. She has the capabilities of conversing in a very intelligent manner, and knows how to be able to reach the client on their level. She is very knowledgeable with the necessary information that was needed regarding this process. I felt very comfortable with her and knew that each time we had contact, she was doing all that she could do, and that we were being serviced with the best that your agency could offer. If I could have a say in her receiving a pay raise, I would do what ever I could do because I believe she is worth her weight in gold. I feel that your agency is very fortunate to have her as an employee. Thank you for the opportunity to express my feelings for this extraordinary lady.

Dorothy is a Family Support Worker in our Pekin Office. Way to go Dorothy!!!

FAREWELL PARTY FOR AMY FORT

Next Friday, April 9th from 1:00 – 3:00 p.m. in the Harper Library, we will be bidding farewell to Amy Fort, Director of Community Employment Services, who will be leaving Bridgeway as she moves in a new direction. Amy truly believes in the value of community employment so she will have a new but similar role as she has accepted a Vocational Rehabilitation Counselor position at DRS, the Division of Rehabilitation Services. In her new role, we hope to continue to partner with her and our colleagues at DRS to support the growing number of consumers who desire to work in the community.

Amy has been an integral part of our organization and the Bridgeway family for the past nine years. We will miss her many talents and her strong passion for the people we serve. So please drop by the Harper Library next Friday afternoon to thank and honor Amy.

BABY SHOWER/POTLUCK

Hello everyone on June 23, 2010 we will be having a baby shower/ potluck for one of our Case Managers in Macomb Malinda Harris. We are asking that anyone who wants to participate bring a dish to share and hopefully a gift for the new little girl that will be joining Malinda's family. We are currently accepting donations to go towards purchasing Malinda a new stroller that comes with the car seat. Donations may be given to LeeAnna Carey RC, or Jennifer Diggs QSP at the Macomb office. If you have any question please contact one of us, LeeAnna at ext 160 or Jennifer at 121. Malinda will be registered at Walmart after next Friday and possibly Target. Hope to see you all there have a safe Easter weekend.

Jennifer Diggs and LeeAnna Carey

IPS Fidelity Review Team Has High Praise for Bridgeway's Community Employment Services

By Sandy Wood

This week Bridgeway's Galesburg based Individual Placement and Support (IPS) team comprised of CES Director, Amy Fort and Employment Specialists: Suzanne Hawkins, Zabrina Coontz and Andrew Courtright were involved in a two day intensive review of our evidence based supported employment program now referred to as IPS. This was our third review by the Division of Mental Health and Division of Rehabilitation survey team and we received a score of 98, a 14 point increase from last year. The reviewers said it is "rare to have an agency make such a significant jump in their score." There were many words of praise but what stood out from my perspective were the multiple compliments from the six reviewers regarding Bridgeway's excellence in service quality noting many more job placements this year and a significant increase in the development of job sites. *Service* is what Bridgeway is all about and they described our services as "exceptional."

Bridgeway's IPS Steering Committee made up primarily of business leaders was also highly praised. The review team spoke with committee members Travis Wilhite, manager of Wal-Mart and Bob Maus, Executive Director of the Galesburg Chamber of Commerce and our BTS Board President. Both gentlemen shared their insights and the value of the program in terms of building relationships with employers and partnering with the IPS team to support persons with disabilities who are seeking work within the community. There were also words of high praise about our improved integration with the mental health teams and our improved Quality Assurance process. The team also praised Dr. Satsky for his strong support of the IPS model of service believing that his leadership has had a strong positive impact on both consumers and staff.

Bridgeway has now expanded the IPS model to Kewanee and we recently submitted two Requests for Proposals (RFP's) to expand out IPS services into the Bloomington-Normal and Pekin areas. Bridgeway has a long and proud history of supporting people with disabilities achieve their personal goal of working in the community and we believe that IPS is truly a formula for success. Thank you, Bridgeway and our key community stakeholders, for your collective efforts in supporting our consumers' efforts to work in the community.



Pictured from left: Suzanne Hawkins, Zabrina Coontz, Amy Fort & Andrew Courtright

ILLINOIS INSURANCE

Insurance can be very confusing and Bridgeway also realize how important a person's health insurance, physician and hospital preference is to them. We am hopeful that the following information can clarify why we need to collect the Health Alliance insurance application from all eligible Bridgeway Inc employees:

- We have not yet received rates for health insurance from our current carrier, Local Government. New rates go into effect July 1 of each year.

- In order to keep insurance rates as low as possible, we are getting bids from various companies to see if we can decrease the \$1.5 million paid each year for Bridgeway health insurance.
- The Health Alliance application is simply an application which we will be able to submit not only to Health Alliance to receive a bid for potential insurance but we can submit these to other insurance carriers as well.

It does not necessarily mean that we are changing to Health Alliance insurance.

- By completing the form you are *not enrolling* in an insurance plan but simply providing health information (which will be kept confidential) to various insurance companies so they can give Bridgeway a bid on rates.
- By the middle of April all of the applications will be submitted to Health Alliance as well as other insurance companies.
- By the end of April Bridgeway should have proposals (bids) back from Health Alliance and any other companies who would like to have our business.
- The plans will be reviewed as well as the costs to employees and to Bridgeway. By this time we should also have the new rates from Local Government that will be effective 7/1/10, if we do not change companies.
If the decision is made to change companies, we will have meetings to review what the insurance coverage will be (what doctors will be approved, etc.), what the cost will be and *everyone will be given the opportunity to either enroll or decline the coverage*
- If you submitted the Health Alliance application as a "decline" (because you have other coverage or are not interested in Bridgeway health insurance) and then change your mind because you like the look of the new insurance plan as well as the cost, you would probably have to go through underwriting to determine if you would have pre-existing conditions.
- Again, it does not obligate you to enroll in a new insurance plan by completing the application with all of your health history.
- If Bridgeway decides that the best health insurance plan is Local Government (our current insurance), we will send out an announcement of the change in rates that will be effective July 1, 2010, along with any changes in the plan. The month of May is always open enrollment with Local Government insurance so people can drop insurance, add insurance, or add dependents without a qualifying event.

We hope the above points make this process a little more understandable and apologize if it is confusing.

Diana Peck will be at the Kewanee Conference Room Monday, April 5th from 9-11 a.m. to answer any questions you may have or to assist in completion of the form.

A corporate e-mail was sent to all employees from Human Resources. An application was attached if for whatever reason you were unable to print off the application, copies will be available at the meeting or you can stop by HR and pick one up.

Please call Diana Peck at 309-344-4240 or e-mail her at dianap@bway.org if you have any questions. Bottom line is, we are simply trying to get the best coverage for the most cost effective price.

The application/enrollment form must be returned to Human Resources no later than Wednesday April 7, 2010

BTS ACTIVITIES

From: Tom Colclasure

- BTS was just awarded a new contract to provide custodial services for a new Illinois Department of Human Services facility to be opened in Rock Island, Illinois. The new contract will begin near the end of this fiscal year.
- The Galesburg workshop is in the middle of completing a very large electrical parts assembly contract while at the same time preparing for the next and different electrical parts assembly project which will begin in May.
- The number of IL-1040 mailings being processed continues to slowly increase in number each day. We continue to receive large packaging contract orders from the Dick Blick Company.
- The Macomb workshop is processing an order to assemble jam jacks for the Pella Corporation and is assembling increased quantities of products for the Alliance Hose and Rubber Company.
- BTS staff visited Quincy Recycle to observe its operation and look for any procedural efficiency that may be adaptable to and helpful for the BTS' recycling operation. The staff returned with some good ideas to evaluate.

LUNCH & LEARN

In cooperation with Novartis Pharmaceuticals by Shannon Wilcox presents "Fanapt – A Review of the Medications". Tuesday, May 4th from 12 p.m. to 12:30 p.m. and 12:30 p.m. to 1 p.m. in the Bridgeway Board Room in Macomb. Please call 837-4876 to sign up for this Lunch and Learn opportunity.



**Take a stand to help end child abuse!
Join the Blue Ribbon Task Force
Thursday, April 22nd at 4 pm**

**At the Knox County Courthouse
For our annual
Hands Around the Courthouse**

JOB OPENINGS

Director of Community Employment Services – Galesburg/Macomb/Kewanee

Employment Specialist - Kewanee

Job Coach – Part-Time Macomb

Janitorial Associate – BTS Bloomington Rest Areas

Driver – Hancock County

Substance Abuse Counselor – Macomb/Monmouth/Galesburg

Accountant - Macomb

Residential Nurse/Community Support Specialist - Galesburg

HCBS Outreach Worker-Keokuk/Burlington

Residential Assistants/MI – Kewanee & Galesburg (Pooled Position)

Residential Assistant/DD – Macomb & Pekin (Pooled Position)



sleep awareness

Insomnia Facts

Insomnia, which is Latin for “no sleep” is the inability to fall asleep or stay asleep. Insomnia is also used to describe the condition of waking up not feeling restored or refreshed.

Insomnia is the most common sleep complaint among Americans. It can be either acute, lasting one to several nights, or chronic, even lasting months to years. When insomnia persists for longer than a month, it is considered chronic. According to the National Center for Sleep Disorders Research at the National Institutes of Health, about 30-40 percent of adults say they have some symptoms of insomnia within a given year, and about 10-15 percent of adults say they have chronic insomnia. More often, people experience chronic-intermittent insomnia, which means difficulty sleeping for a few nights, followed by a few nights of adequate sleep before the problem returns.

Insomnia can be a disorder in its own right, but often it is a symptom of some other disease or condition. In the case of stress-induced insomnia, the degree to which sleep is disturbed depends on the severity and duration of the stressful situation. Sometimes this may be a disturbing occurrence like loss of a loved one, loss of a job, marital or relationship discord or a tragic occurrence. Anticipation of such things as weddings, vacations, or holidays can also disturb sleep and make it difficult to fall asleep or remain asleep. Insomnia can also occur with jet lag, shift work and other major schedule changes.

If you have difficulty sleeping, it is essential to determine whether an underlying disease or condition is causing the problem. Sometimes insomnia is caused by pain, digestive problems or a sleep disorder. Insomnia may also signal depression or anxiety. Often times, insomnia exacerbates the underlying condition by leaving the patient fatigued and less able to cope and think clearly. For insomnia related to a medical condition or pain, ask your healthcare professional about appropriate medication.

The prevalence of insomnia is higher among older people and women. Women suffer loss of sleep in connection with menstruation, pregnancy, and menopause. Rates of insomnia increase as function of age but most often the sleep disturbance is attributable to some other medical condition.

Sleeping Smart Cheat Sheet

Know: Insomnia is more than just having difficulty falling asleep. It is also having difficulty staying asleep through the night.

Recognize: Insomnia can have an effect on everyday life, relationships, work productivity, overall health and well-being.

Act: You don't have to keep struggling with trying to fall and stay asleep. There are many things you can do to help you get a good night's sleep, including lifestyle changes, relaxation techniques and prescription sleep aids that can help you fall asleep and stay asleep.

Realize: Feeling like yourself starts with a good night's sleep. Talk to your healthcare professional about ways to adopt healthy behaviors and manage your sleep problems.

Own: Know the appropriate way to take a sleep aid – read the label information and use only as directed.

SOURCE: www.SleepFoundation.org

Courtesy of Wellness Proposal