

BRIDGEWAY WEEKLY MONITOR

News Briefs from Human Resources

April 30, 2010

ILLINOIS HEALTH INSURANCE – BRIDGEWAY INC. EMPLOYEES

From: Diana Peck, Human Resources

TO: Illinois Bridgeway Inc Employees with a Minimum FTE of 90%

We have just received notification from Local Government that the Illinois health insurance renewal rates for Bridgeway are increased approximately 18.5%. This rate increase equates to an additional \$300,000 in health insurance expense for next fiscal year when we are already faced with large potential cuts from the state of Illinois. The situation is not good but we know and understand how important it is to our staff to have good healthcare and we are working hard to make sure you are covered. There are several reasons for this huge increase: Obama Care and all of the regulation changes have insurance companies in a panic as to how these will affect their profitability. The other reason is that rates are primarily based on those individuals who have the Local Care plan (non-HMO). This plan allows for the actuaries (people who set the rates) to see all of the expenses incurred by our employees who are not in the HMO plan and set the rates accordingly.

Bridgeway anticipated higher rates this year because of the health care reform and in response, had all employees complete the health insurance application so these could be submitted to various insurance companies for bids. *It is appreciated that all of you were so responsive in returning these forms in a timely manner.*

Health insurance bids were solicited from five companies: Blue Cross/Blue Shield, Health Alliance, Pekin, Aetna and Principal. Currently, we have received a preliminary bid from Blue Cross/Blue Shield and the rates are lower. However, the concern with this plan is that typically what occurs with BC/BS is that they will provide lower rates the first year to get the business and at the time of renewal, rates skyrocket 30-40%. One other significant factor with this BC/BS plan is that the benefits are significantly different. Instead of co-pays, etc. most of the plan options available are a \$1200-\$2000 deductible that must be met before medical services or medications are paid @ 80%.

Health Alliance has declined to give a bid to Bridgeway based on the health of our staff.

(They will continue to provide services to any Bridgeway staff through Local Government insurance). We are waiting on bids from the other three companies.

Just as a FYI and to keep things in perspective, here are our rate increases we have had over the past few years while with Local Government:

2004 - 5.8%
2005 - 9%
2006 - 11%
2007 - 6%
2008 - 9%
2009 - 5.5%
2010 - 18.5%

Again, we acknowledge how very important health insurance is to everyone. We also realize that May 1-May 31 is open enrollment with Local Government and we normally have rates and plan information out by now. However, we want to make the best decision for all of us. As soon as we get the remaining bids, we will communicate to you what those are and what insurance plan makes the most sense. If we had our choice, we would simply stay with Local Government. Because of the state of the state and the uncertainty surrounding the budget, it poses a dilemma so we have to weigh the options. We will get information about the plan and the rates, no later than May 14.

CALL YOUR LEGISLATORS!

Staff of Bridgeway, This may be our last chance to get the message across that our services are an absolute necessity to the disabled citizens and less fortunate children of Illinois.

Please spend a few minutes and...

Call Your Legislators and Urge Them to Pass a Sustainable Budget for Community Services!

The General Assembly is scheduled to pass an FY11 budget and adjourn in 8 days! Starting TODAY through next week, we need to call and tell our legislators that any budget scenario considered and approved must DO NO HARM by preserving funding for community services and supports for persons with developmental disabilities and mental illness at FY10 levels and must provide for a timely and consistent payment cycle for services provided!

Click the link below to TAKE ACTION!

Click the link below to log in and make your call:

<http://www.voterve.net/link/target/iarf/c9cgKFRE.aspx>

Compliance Corner

From: Bill Nelson

First Quarter 2010 Consumer Satisfaction Survey Results

561 Bridgeway consumer satisfaction questionnaires were submitted in the First Quarter Consumer Satisfaction Survey, held March 15th through the 19th. You can compare the First quarter to the previous 4 quarters. The percentages depict the overall satisfaction of the ten questions per core service for the combined consumer satisfaction reported to be “somewhat” and “strongly agree”.

Bridgeway Services	First Quarter Scores 2009	Second Quarter Scores 2009	Third Quarter Scores 2009	Fourth Quarter Scores 2009	First Quarter Scores 2010	# of Surveys Received
Mental Health	89.63%	87.86%	89.7%	89.70%	86.54%	112
Substance Abuse	86.2%	89.16%	86.43%	91.89%	88.90%	73
Creative Childhood	100%	99.09%	98.99%	99.00%	96.97	10
Family Services	100%	99.92%	99.93%	99.70%	100%	134
Prevention	99%	98.46%	100%	100%	100%	9
Community Employment	73.95%	75.52%	85.13%	81.02%	79.44%	47
Employment Training	93.28%	98.48%	94.62%	88.03%	91.93%	41
Community Support / PSR	78.78%	93.62%	88.85%	82.46%	90.94%	29
Day Programs	89.13%	86.57%	88.89%	89.14%	94.74%	40
Community Living	89.23%	90.66%	79%	90.00%	91.52%	46
Residential (MH)	87.24%	81.96%	81.03%	93.69%	89.39%	20
ORGANIZATIONAL AVERAGE	90.86%	91.04%	91.82%	90.86%	91.62%	561

The survey results continue to show that Bridgeway consumers, as a whole, have a positive/agreeable level of satisfaction with Bridgeway services. From last quarter scores to this quarters' scores five scores are slightly increased and five are slightly decreased; the overall satisfaction depicts a slight increase. Quarter 1 statistical reports have been distributed to program directors so they can thoroughly analyze the survey results with their staff and determine how to maintain and/or improve the satisfaction of our consumers. Mark your calendars; the next Consumer Satisfaction Survey period will be June 14th through June 18th 2010.

The table below highlights the First Quarter CY 2010 results for the Consumer Satisfaction Survey Questions 1 – 5 which apply to all Bridgeway core services surveyed. The overall consumer satisfaction with these five elements remains fairly consistent, and yet, since they are not 100%, we do have opportunities for improvement!

Almost 93% of consumers surveyed in 1st quarter would recommend Bridgeway services to a Friend.

Nearly 96% of consumers responded that reception staff were courteous and helpful!

AND,

92% indicated they believe they have improved as a result of participation in Bridgeway services.

**Initial 5 Survey Questions for
Total Organization**

	<u>YTD Scores</u>				<u>Total Agreement</u>	
	<u>Somewhat Agree</u>		<u>Strongly Agree</u>		<u>#</u>	<u>%</u>
	<u>#</u>	<u>%</u>	<u>#</u>	<u>%</u>		
1. Waiting time until my first appointment was reasonable YTD Quarter 1	89	15.92%	412	73.70%	501	89.62%
2. Reception is courteous and helpful. YTD Quarter 1	68	12.12%	468	83.42%	536	95.54%
3. Building is clean, comfortable and accessible. YTD Quarter 1	80	14.31%	457	81.75%	537	96.06%
4. I have improved as a result of services received. YTD Quarter 1	106	19.00%	407	72.94%	513	91.94%
5. I would recommend Bridgeway to a friend. YTD Quarter 1	81	14.49%	437	78.18%	518	92.67%

Thanks to all Bridgeway staff who dedicate themselves to make our services top quality and responsive to consumers' needs!

RECOVERY CONFERENCE / ART SHOW

A big thanks goes out to Jeanie Scholey and everyone else involved in making this years event a success. This year's speakers were entertaining, inspiring and knowledgeable. The art show demonstrated a body of imaginative and beautiful work. Congratulations to all involved and great job!

Tom Colclasure Jr.

CONGRATULATIONS!

Christina Melvin, Residential Assistant in Macomb, has completed the DSP training course!

ONE YEAR SERVICE AWARDS

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

- Dorothy Jefferson, HCBS Outreach Worker Keokuk – April 1, 2010
- Patricia Eskow-Lovas, Early Childhood Teacher Galesburg – April 6, 2010
- Rich McCoy, Nurse Trainer Pekin – April 27, 2010
- Tracy Montgomery, Residential Assistant/DD Pekin – April 27, 2010

HANGING FLORAL BASKETS TO BENEFIT CAMP KIDZ

Tammy Froelich and Bill Nelson

Triumph Services CAMP KIDZ is currently selling beautiful 10 inch hanging flower baskets to benefit the 2010 camp season. Now is a great time to decorate around your home or chose a thoughtful gift for family or friends which goes further to benefit children with disabilities. Order are being taken now for pick up or delivery beginning May 20, 2010. There are four different flowering arrangements to choose from in an array of 13 colors presented in a 10 inch hanging basket. See the accompanying order form and place an order today with either Tammy Froelich or Bill Nelson. Thank You.

CAMP KIDZ FUNDRAISER

10" Hanging Baskets

Makes a great Gift

While helping kids with special needs

Please make checks payable to: Triumph Services. Pick up date: Thursday May 20th 9 am-2 pm at KCCDD 2015 Windish Drive, Galesburg. Money and order forms due by May 14th. All 10 inch hanging baskets are \$18.00.

Color Choices	Total Baskets	Total \$
Geranium Ivy violet____ red____ pink____ white____	_____	_____
Petunias red____ pink____ purple____	_____	_____
Fuschia light____ dark____	_____	_____
Geranium Zonal salmon____ white____ red____ pink____	_____	_____
Name _____	Phone _____	
Name of Person Selling _____		

If you would like Tammy Froelich to pick up your hanging basket from KCCDD please check box.

Yes please pick up my basket & I will pick up from Tammy at Creative Childhood Center May 20th.

Thank you for supporting Camp Kidz!

SPECIAL OLYMPICS

Keokuk's Special Olympics team placed first in 22 out of 29 events. We are now on to state in Ames, IA. We are currently in need of some vans or a bus if any is available for May 20-22. Please contact Erika High, Administrative Coordinator at 319-524-3873 ext. 22 or 41.

DISCOUNT COUPONS

Once again Human Resources have received discount coupons for Six Flags St. Louis and Knights Action Park & Caribbean Water Adventure Springfield.

Six Flags St. Louis tickets everyone pays kids price only \$31 + tax. Visit sixflags.com or call 636-938-5300 for park operating dates and hours.

Knights Action Park & Caribbean Water Adventure Springfield ultimate Action & Adventure Package \$29.95 (48" tall & taller) / \$23.95 (children under 48").

If you are interested in discount coupons visit your Human Resources department or contact Vicki Brooks at vickib@bway.org

NEW EMPLOYEE



Megan Roy
Residential Asst.
Galesburg

BTS ACTIVITIES

From: Tom Colclasure

- Note the following websites that now list Ursa Major stencils.

The Ursa Major Superior Court Stencil is listed on:

The website for Goal Setter Systems

www.goalsettersystems.com

click on "accessories"

then click on "court"

The website for Half Sports of Omaha, Nebraska

www.halfsports.com

click on “shop our online store now”
click on accessories...go to page 2

The website for Basketball Goals

www.basketball-goals.com

under the outdoor accessories, click on stencils

The website for Hoops Direct

www.hoopsdirect.com

in the search box, just type in court stencils

The Ursa Major USA Map and World Map are now listed on:

The 1 World Maps website

www.worldmapsonline.com

click on “classroom Globes & Maps and other teaching aids

- This year the Galesburg workshop received the record number of 220,000 IL-1040 mailings in just one day. The previous largest number received in any one day was 129,000.
- The Macomb workshop provided tours of the recycling operation for Head Start Program students and Wesley Child Care Center students.
- A semi-load of shredded office paper was shipped out this week from our confidential document destruction operation.
- We are in discussions with the Illinois Department of Revenue about the development of new contracts to expand on our data entry operation.

JOB OPENINGS

Community Support Specialist - Burlington

Maintenance Worker/Driver - Macomb

Employment Specialist - Kewanee

Job Coach – Part-Time Macomb

Janitorial Associate – BTS Bloomington Rest Areas

Driver – Hancock County

Substance Abuse Counselor – Macomb/Monmouth/Galesburg

HCBS Outreach Worker-Keokuk/Burlington

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

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



6 Rules: How to Eat Right on the Job

Other than getting a good night's sleep, there's probably no other thing that impacts your productivity and mood at work more than what you eat. Yet you probably give little thought to what you consume before and during work, defaulting instead to what's convenient, cheap, and tasty. And when you do think twice about what you eat, it's usually in the context of a diet that's focused on losing weight rather than improving your cognitive functioning and energy levels. Fortunately, there are a few basic food rules that go a long way towards achieving these latter goals. Here are the best of them.

Things you will need:

A new food attitude: Carbs are not the enemy. Neither is fat. Eliminating certain food groups may help your waistline, but it will hurt your brain functioning.

A stash of snacks: To keep your brain well fueled, you can't let yourself get too hungry. Have a ready supply of trail mix, peanut-butter crackers, or Snickers bars at work. The combination of carbs and protein in these snacks will stabilize your blood sugar, fill you up, and keep you energized.

Some willpower: Big meals actually reduce the supply of energy to your brain and leave you feeling sleepy for hours. Eat half of what you order, and take the rest home.

1. Balance What You Eat, Whenever You Eat

In 1956, the United States Department of Agriculture produced its "Basic Four" guide promoting the daily consumption of foods from four main groups — meat, dairy, grains, and vegetables. But today, nutritionists talk about a different set of food groups — proteins, carbohydrates (which produce glucose), fats, and fiber — and a different way to combine them. Instead of having a few helpings from each group every day, they recommend having something from each of the four groups every time you sit down to eat. And, yes, that includes carbs, which certain popular diets restrict. Why? Because the combination of carbs and protein (and to a lesser extent, fats and fiber) regulates your glucose levels and keeps your mood and mental ability on an even keel.

Moreover, each food group brings unique brain-boosting benefits to the table. "Research suggests that meals with more protein and fats are associated with better-sustained attention, focus, and concentration," says Tufts research psychologist Kristen D'Anci. "Meals that have a higher carbohydrate content seem to be more calming and have fairly consistent positive effects with memory." Cut back on either group and you're missing half the benefits that food can offer.

2. Neglect Carbs at Your Own Peril

The research here is clear: Cutting carbs may shrink your waistline, but doing so will shrink your brainpower, too. "The popular low-carb and no-carb diets have the strongest potential for negative impact on thinking and cognition," says Tufts psychology professor Holly A. Taylor. In a 2008 study Taylor conducted, dieters who lowered their blood-sugar levels by cutting carbohydrates from their meals immediately performed worse on memory-based tasks than those who simply reduced total calories by the same amount. When they started eating carbs again, their memory skills quickly rebounded.

Brain cells require twice the amount of energy needed by other cells in your body because they never rest. And high-carb foods like pasta, bread, fruit, and rice produce the brain's favorite fuel — glucose. "Your brain only wants to burn glucose," says Shawn Talbott, a nutritional biochemist and author of *A Guide to Understanding Dietary Supplements: Magic Bullets or Modern Snake Oil*. It can burn protein if it has to, Talbott adds, "but it's like trying to run a gasoline engine on diesel."

If you are on a low-carb diet, we're not suggesting you go out and eat a loaf of Wonder Bread. There are plenty of "good" carbs (such as fruit, vegetables, and brown rice) that will supply your brain with all the fuel it needs.

3. Pack in the Protein

Proteins such as meat, fish, dairy, eggs, beans, and nuts slow the absorption of glucose so your brain gets a long and steady flow of fuel, rather than the brief blast you get from eating carbs and sugary foods (fats and fiber also help with this). And protein also brings its own set of brain boosters to the party. The amino acids found in meats, poultry, fish, and eggs help produce the neurotransmitters — serotonin, dopamine, and norepinephrine — that keep us focused, energetic, and upbeat.

Studies also suggest that certain minerals typically found in high-protein foods also enhance memory. A 2005 study by the U.S. Department of Agriculture found that adding zinc — found in meat, seafood, eggs, and milk — to the diets of middle-school kids improved their memories and attention spans. After receiving 20 milligrams of zinc a day, five days a week, for 10 to 12 weeks, their reaction time decreased by 12 percent, their word recognition rose 9 percent, and their ability to sustain attention on a task increased 6 percent.

4. Eat Smaller Amounts, and Eat More Frequently

If you want to keep up your energy and performance levels, the last thing you need is a three-course lunch (or a three-egg cheese omelet for breakfast). The same thing goes for big dinners if you're working late. Too much food — even if it's well balanced — is going to make you drowsy because it introduces too much glucose for your body to handle at one time. When that happens, your liver reacts by storing the glucose, and your brain actually gets less fuel than it needs. "If you eat too much, you're going to get sleepy, and there's really no way to recover from that," says Talbott. "Five to six small meals tend to make people perform much better than three squares."

5. Fat Is Beautiful ... for Your Brain

You probably know that omega-3 fatty acids are good for your heart. But they're great brain food, too. The fats found in salmon, walnuts, and kiwi improve learning and memory and help fight against mental disorders like depression, schizophrenia, and dementia, according to a 2008 report from the Brain Research Institute at UCLA. The fats support the synapses in the brain where much of our cognitive functioning occurs.

6. How to Keep Things in Proportion

In addition to controlling your carb intake, portion and proportion play a big role in regulating glucose. Talbott recommends a highly sophisticated tool for measuring food amounts — your hand. Whether it's breakfast, lunch, or dinner, he says the portions are the same: "Your fist is the size of the carbs; your palm is the size of the protein. Make an OK sign with your thumb and index finger, and that's how much fat you should have. Open your hand as wide as it can go; that's the amount of fruits and vegetables. That's going to be a well-balanced mix."