

# **BRIDGEWAY WEEKLY MONITOR**

News Briefs from Human Resources

June 4, 2010

Compliance Corner

*From: Bill Nelson*

## Bridgeway Inc. 2009 Service Outcome ***Highlights***

Bridgeway annually conducts a comprehensive process compiling quality service outcomes. These reports are consolidated among 14 core services. Each report includes an Executive Summary, a Power Point Presentation, an Outcomes Grid, and a Consumer Impact Story. When all documents are compiled they total over a thousand pages. Below are some of the ***Highlights*** from the calendar year 2009 results:

83% of consumers served in Mental Health Residential maintained or improved their level of functioning.

Substance Abuse Services served 885 individuals despite a 27% decrease in funding. This number served is a decrease of 21% from 2008. The team conducted 216 DUI evaluations and 115 consumers completed DUI Risk Education in 2009.

Bridgeway was awarded a grant to participate in an Evidence Based Practices Training project for Behavioral Parenting Training.

Two Bridgeway staff were trained in the National Best Practices initiative known as, "Mental Health First Aid". The staff participate on a team to train community stakeholders in the Henry County area.

The no show rate for substance abuse evaluations decreased from 37.5% in 2008 to 22% in 2009. The no show rate for DUI evaluations was 16%.

The substance abuse quality assurance scores range from 92 to 98% compliance.

Creative Childhood Center made a positive contribution of \$90,430 after all direct expenses. This represents two years in a row of contributions over \$90,000. This is a remarkable turnaround from annual losses of -\$25,000 after direct expenses just three years ago.

Creative Childhood Center served 145 children with no unusual incidents or accidents. 100% of the children participated in educational opportunities and 99% of consumers (parents) are satisfied with the services.

89 of 327 Consumers served in Community Employment maintained employment 6 + months.

885 (21% decrease from 2008) consumers were served in Substance Abuse Services

"Consumers in Developmental Disability services will actively participate in Program Development"

Iowa Results: 100%

Pekin, IL Results: 88%

Macomb, IL Results: 95%

A total of 1,758 individuals responded to consumer satisfaction surveys in 2009. Nearly 95% of respondents indicated staff were courteous and helpful; 92% stated they had improved as a result of services and nearly 92% said they would recommend Bridgeway to a friend.

“Consumers in Developmental Disability services will participate in non-work related community activities.”

Iowa Results: 80%

Pekin, IL: 100%

Macomb, IL: 97%

Did Bridgeway Prevention Services provide service to?

A. 414 people

B. 1,225 people

C. 3,240 people

D. 4,411 people

(See last page for answer)

1,101 adults were served by 24/7 Mental Health Crisis Services. A total of 1,287 contacts and psychiatric hospitalization rate (319 admissions) was 25%.

There were 130 individuals served by Bridgeway Organizational Employment Services in 2009. Bridgeway successfully provided a minimum of 7 types of job per site; the average for all sites was 15.

The average hourly wage earned in Organizational Employment Services dropped from \$2.60 in 2008 to \$2.57 in 2009 and, unfortunately, Bridgeway did not meet its target for a minimum of 10% of enrolled consumers to gain community employment. The difficult job market in the local communities seems to have contributed to this lack of resources.

Bridgeway served a total of 8,410 individuals in 2009. This includes the 3,240 served by Prevention Services. The total number of people served is down from 10,371 in 2008.

Creative Childhood Center was 100% compliant with Health Department, USDA, DCFS and State Fire Marshall Inspections.

378 youth were served in Crisis Mental Health Services – SASS 70% were deflected from hospitalization. Low Risk hospitalizations were 28% - The goal is 25% or less.

83% of the 144 people served in Mental Health Residential achieved an increased in their activities of daily living life skills scores.

Family Support Services served 1,648 people, among 604 families with 880 children.

- 98% had no additional reports of abuse or neglect.
- 98% of intact families remained intact.
- 96% of parents attending parenting class improved their parenting knowledge or skills.
- 89% were discharged because goals were achieved.

A total of 297 new Community Employment Services job sites were developed in 2009; significantly above the 131 developed in 2008.

59 people with disabilities started a new job in 2009 as a result of Bridgeway’s Community Employment Services.

Youth Service Staff responded to crisis 24/7 on 99 cases in 4 counties. 99% of initial response in 5 minutes. Average onsite response time in Galesburg is 20 minutes and 40 minutes all other locations. This data was for January 1 – June 30, 2009 as the program was discontinued effective July 1, 2009 due to funding cuts.

47 youth in Illinois Detention Centers were served by Mental Health Juvenile Justice Staff.

64 youth were served by the Community Based Family Services program and 90% of those served improved their “in school” behavior as a result of services.

Bridgeway’s Community Support Services sponsored the Third Annual Consumer Leadership Conference which had 60 participants in attendance.

401 individuals with serious mental illness were served in Community Support Services. 87% of the individuals were maintained in the least restrictive community setting and did not require a single episode of psychiatric hospitalization.

Developmental Disability Community Housing:

- 10% consumers moved to more independent setting.
- Illinois 90% and Iowa 98% of consumers participated in at least 4 community based activities.
- 50% of consumers achieved their stated goals (target is 50%).

Mental Health Residential served 144 residents. Only 14 were hospitalized. \* 18 successfully moved to more independent community settings for 60 days or more. \*38 people (26%) moved to a less restrictive setting.

Bridgeway served 39 people through its Respite Services in Iowa. Respite services were provided to the consumers’ caregivers upon two week request for service 98% of the time.

Bridgeway Prevention services are required to conduct at least 75% of its work according to best practice evidence based models. Bridgeway Prevention provided 100% of its services according to Evidence Based Models.

There were 1,329 new admissions to Outpatient Mental Health. 385 were to see a doctor. 87% said they improved as a result of services

\*\*\*ANSWER to the prevention question is: 3,240 people were served in a four county area by Bridgeway’s 3 Prevention Specialists. The prevention specialists work with youth and adults in schools and communities to inform, educate and prevent substance abuse and generally promote healthy lifestyles. Because of this large number of people reached through Prevention Services, a total of 8,410 individuals were directly served by Bridgeway in 2009!

## **GOVERNOR QUINN, DON'T BE PENNYWISE & POUND FOOLISH**

We are asking all employees, consumers, families, board members and friends to sign the flyer (Cutting Community Services doesn’t make CENTS) and hand write a brief message. Tape a penny in the circle area insert the flyer in a plain white envelope addressed to the Governor:

The Honorable Pat Quinn  
Illinois Governor  
James R. Thompson Center  
100 W. Randolph, 16-100  
Chicago, IL 60601

Pennies, the flyer, envelopes, and a mailing box are available at Bridgeway's primary offices (Pekin, Macomb, Galesburg, Monmouth, Kewanee, Moline and Normal). We encourage everyone to work hard and complete this major mailing by Thursday, June 10<sup>th</sup>.

The goal of this grassroots activity is to convince Governor Quinn and his administration what we already know – there are thousands of Illinoisans who recognize the importance of services and supports for children and adults with developmental disabilities and mental illness and are willing to engage in this simple but effective action.

## **401k AND FLEXIBLE SPENDING MEETINGS/ENROLLMENT**

**TO: Bridgeway Inc. Employees with Minimum 48.5% FTE**

### **401K**

In January 2010 Bridgeway reinstated the employer match to the 401k Plan, to continue through June 26, 2010. While the financial picture is not any better because of the State of Illinois, Bridgeway will continue the employer match on a month-to-month basis. The match will remain 50% of the first 4% of your Elective Contributions. Bridgeway will give a 30-day advanced notice if the company match must be suspended. *We want you to know that you are appreciated and because of your dedication to Bridgeway and the consumers we serve, we want to demonstrate a commitment to you. Retirement is an important thing to plan for so take advantage of the 401k available.*

Remember, the 401k plan allows for people to stop contributions at any time by simply putting your request in writing and submitting it to Human Resources. However, enrollment, contribution increases, decreases, or re-enrollment is allowed twice a year, during June (effective July 1) or December (effective January 1).

### **FLEXIBLE SPENDING/125 CAFETERIA PLAN**

Some Bridgeway employees participate in the Flexible Spending/125 Cafeteria Plan in which they elect money to be taken from their paycheck on a pre-tax basis for non-reimbursed medical or dependent care expenses. This type of plan allows for a tax savings to the individual. There is one significant change that will occur within the next plan year. ***Effective January 1, 2011 no over-the-counter drugs may be covered in the Flexible Spending Plan.*** Employees who participate in this plan need to be aware of this new IRS regulation and may choose to change their election accordingly.

### **MARK YOUR CALENDARS AND CALL TO SET AN APPOINTMENT**

***Bill Morris from First Benefits will be available to meet with employees June 14.***

***Moline: Monday, June 14<sup>th</sup> 10-noon***

***Galesburg: Monday, June 14<sup>th</sup> 2-5 pm***

***Bill will also meet with employees by phone***

This is an opportunity to make changes to your 401k: enroll, re-enroll, make changes in the contribution % you are making or to change your investments options. Any changes made would become effective July 1, 2010.

If you wish to enroll, decline participation or make changes in the Flexible Spending/125 Cafeteria Plan, you need to either see HR or meet with Bill Morris. If you currently participate in this plan and do nothing, the same amount of money will go to your Flexible Spending Account.

**If you are interested in enrolling, re-enrolling or making any changes to your 401k or Flexible Spending/125 Cafeteria Plan and wish to meet with Bill Morris, please call Vicki Brooks @ 309-344-4254 to set up a time.**

## NEW EMPLOYEE



Tasha Easley  
SASS  
Galesburg

## FIRE EXTINGUISHERS

During the month of June, all employees need to review the online Fire Extinguisher class. Go to the Bridgeway web site log in. Choose eLearning on the left side of the page and the Fire Extinguisher review and test can be accessed. If you have difficulties with passwords contact Ann Brodt at 309-344-4253.

## BTS ACTIVITIES

*From: Tom Colclasure*

The BTS janitorial service areas are evaluating several possible opportunities for new contracts in the locations of Rock Island, Monmouth, Galesburg and Springfield.

- The Galesburg workshop is receiving shipments of electrical parts in preparation for performing a large assembly contract for an electrical company.
- The metal working shop is sandblasting and powder-coating lawn furniture, antique heat registers and is fabricating several gates.
- The Macomb workshop is completing another order for the Pella Corporation and has again received larger than usual quantities of roller bearings to polish for the NTN Bower Corporation.
- The installation of the first 2 surveillance cameras has been completed and they are now functioning within Warehouse C as the space is adapted to meet NAID certification requirements. The camera installation is one portion of an upgrade to the physical space housing our confidential document destruction business and will position BTS to pursue very large confidential document destruction contracts with the federal government.

## CONGRATULATIONS

Galesburg Data Entry wants to congratulate Dan Koerner (data entry operator) and Jaime Arnold on the birth of their daughter. Alexis Nicole Koerner was born Friday, June 4, 2010 at 11:11am. She is 19 ½ inches long and 7lb 15oz

## **JOB OPENINGS**

Job Coach – Part-Time Macomb

Janitorial Associate – BTS Bloomington Rest Areas

Substance Abuse Counselor – Galesburg

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

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



# SURVIVING SUMMER HEAT

## PREVENT HEAT-RELATED ILLNESSES

Warm weather means activities and fun under the sun! Whether you love warm outdoors, or find it hot and sticky, everyone must be careful not to let a heat-related illness spoil the day.

The American Red Cross urges you to follow these tips to prevent a heat-related illness:

1. **NEVER leave children or pets alone in closed vehicles.** A closed vehicle can reach over 140 degrees F within minutes.
2. **Dress for the heat.** Wear lightweight, light-colored clothing. Light colors will reflect away some of the sun's energy.
3. **Drink water.** Carry water or juice with you and drink continuously even if you do not feel thirsty. Avoid alcohol and caffeine, which dehydrate the body.
4. **Eat small meals and eat more often.** Avoid foods that are high in protein which increase metabolic heat. Avoid using salt tablets unless directed to do so by a physician.
5. **Slow down.** Avoid strenuous activity. If you must do strenuous activity, do it during the coolest part of the day, which is usually in the morning between 4:00 a.m. and 7:00 a.m.
6. **Stay indoors when possible.** Air conditioning provides the safest escape from extreme heat: Install window air conditioners snugly. Check air-conditioning ducts for proper insulation. Vacuum filters weekly during periods of high use to provide more cool air.
7. **Take regular breaks when engaged in physical activity on warm days.** Take time out to find a cool place. If you recognize that you, or someone else, is showing the signals of a heat-related illness, stop activity and find a cool place. Remember, have fun, but stay cool!



## NATIONAL WEATHER SERVICE HEAT INDEX

Based on the latest research findings, the National Weather Service (NWS) has devised the "Heat Index" (HI), (sometimes referred to as the "apparent temperature"). The HI, given in degrees F, is an accurate measure of how hot it really feels when relative humidity (RH) is added to the actual air temperature.

## HEAT WAVE: A MAJOR SUMMER THREAT

In a normal year, about 175 Americans die as a result of summer heat. Among family of natural hazards, only the cold of winter-not lightning, hurricanes, tornadoes, floods, or earthquakes-takes a greater toll. In the 40-year period from 1936 through 1975, nearly 20,000 people were killed in the United States by the effects of heat and solar radiation.

## HEAT DISORDERS: SYMPTOMS & FIRST AID

**SUNBURN:** Redness and pain. In severe cases swelling of skin, blisters, fever, headaches.

**First Aid:** Ointments for mild cases if blisters appear and do not break. If breaking occurs, apply dry sterile dressing. Serious, extensive cases should be seen by physician.

**HEAT CRAMPS:** Painful spasms usually in muscles of legs and abdomen possible. Heavy sweating.



**First Aid:** Firm pressure on cramping muscles, or gentle massage to relieve spasm. Give sips of water. If nausea occurs, discontinue use.

**HEAT EXHAUSTION:** Heavy sweating, weakness, skin cold, pale and clammy. Pulse thready. Fainting and vomiting.  
**First Aid:** Get victim out of sun. Lay down and loosen clothing. Apply cool, wet cloths. Fan or move victim to air conditioned room. Sips of water. If nausea occurs, discontinue use. If vomiting continues, seek immediate medical attention.

**HEAT STROKE (or sunstroke):** High body temperature (106° F. or higher). Hot dry skin, no longer sweating. Rapid and strong pulse. Possible unconsciousness.

**First Aid:** HEAT STROKE IS A SEVERE MEDICAL EMERGENCY. SUMMON EMERGENCY MEDICAL ASSISTANCE OR GET THE VICTIM TO A HOSPITAL IMMEDIATELY. DELAY CAN BE FATAL. Move the victim to a cooler environment. Reduce body temperature with cold bath or sponging. Use extreme caution. Remove clothing, use fans and air conditioners. If temperature rises again, repeat process. Do not give fluids.

Source: [American Red Cross and NOAA's National Weather Service](#)

Provided courtesy of [www.wellnessproposals.com](http://www.wellnessproposals.com)