



Community Access, Inc.

Great Expectations, Extraordinary Results

Spring Issue, 2009

Corporate Offices
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Tyler, Texas 75701

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Dear Family and Friends,

The New Year has gotten off to a great start! Spring is here and the weather is beautiful. The flowers in Texas are rich in colors, making it a glorious time to be out and about. The world around us is in a state of unknown, but we at Community Access know how to work hard for the services you and your loved ones have come to expect and deserve.



This is the year Texas Legislators meet, and as often happens, changes will be made in the area of Health and Human Services. Some changes will be good and others we will question; but they will come and we will cope and make the best of what we have. The HCS and ICF-MR programs will continue to be funded with the possibility of changes in how the money is allocated. The Consumer Directed Services program will also continue and grow stronger. As a member of the Private Providers Association of Texas, we continue to advocate for services for people with special needs and for adequate wages for individuals who provide the services.



Shauna Treat and the Greenville Team held a car wash to raise money for the upcoming Crystal Ball. The effort was a huge success and the local newspaper came out for photos. Great Idea, Shauna. Great Job! More Crystal Ball Details on Page 4!

We, as a company, strongly believe in having the highest quality of staff. We continue to strive for this by providing training and hiring the best available individuals. This year our Team has

put together a Performance Management Program where supervisors will monitor the outcomes in each of their respective areas. We are excited about how we plan to empower everyone, from the Director to Residential Manager to Direct Care, to be accountable for every phase of their work. Our new hiring program has been revised and updated, we have strengthened our driving training program, and enhanced our abuse and neglect training. We have also strengthened our Team by hiring key individuals who bring experience and knowledge in their respective fields. And with all this we are bringing technology to our staff, to be able to respond faster to the needs of the individuals we serve. Technology is here and Community Access will continue to bring an increased level of competence through technology.

“ We continue to advocate for services for people with special needs and for adequate wages for individuals who provide the services. ”



Opal McMillan, Direct Care Specialist, 4th from left, is pictured above with our Gail House Family in Tyler. From left are our customers, Vickie Gordon, TuJuana Johnson and LuTonia Carr; Opal, Wendy Lanier, Toni Williams and Sandy Mack. Opal is recognized as one of our “Every Day Superstars.” See details and more Superstars on Page 2.

Community Access, Inc. has always believed that if you keep your priorities in front of you, good things will happen. These priorities remain the same today as they were in 1991 when we opened. Our first priority is our consumers, followed by our employees, and lastly, the company.

Whether you are an employee, a friend, or an individual we serve, everyone at Community Access is here to make your life the best it can be. Thank you for letting me be a part of your life.

Laura Redman, CEO



Committed To Excellence

On an annual basis, our procedures, practices, and our homes are surveyed by the Department of Aging and Disability Services (DADS) to ensure the health and welfare of the customers we serve and to ensure that we are following all state and federal guidelines. The survey process is extensive and lasts anywhere from two to three days. "The survey team reviews our residents' charts and staffing reports and they also speak with our customers about their satisfaction of services and many times talk with families." explains Tonya Moses, Vice President of Programs, pictured at right. "They observe the interaction of the staff with our customers during active treatment, meal times, and medication passes." Community Access received excellent scores in all areas, with perfect scores in the HCS Program Survey in Tyler and Greenville and perfect scores in six ICF/MR program homes. "This is quite an accomplishment and we are very proud of our team," notes Tonya. "On behalf of our managers, Jo Vaughan, Ed Noxon, Debbie Grigsby, Tracy Dews, Sal Bursiaga, Tori Prado and Priscilla Byers, we extend a sincere thank you to the Direct Care Specialists, Residential Managers, and Administrative staff for the work they do, and also extend thanks to the families of our customers who are contacted during the surveys." The survey process is a crucial component in our performance management system and allows us to evaluate our effectiveness on an annual basis. Community Access also monitors key performance indicators on a daily basis to ensure that customers receive the best care in the industry. Community Access is dedicated to providing quality care for our valued customers and will continue to pursue excellence in all that we do.



Tonya Moses

Every Day Superstars

We would like to recognize Opal McMillan for the outstanding service that she consistently provides to our customers and the company in the Tyler region. According to Residential Manager, Delores Webb, Opal is an everyday lady that possesses a truly special gift : ***It is the gift of love.*** She goes above and beyond because she cares. Recently, Opal took some time off to care for a family member and during this time, she was considerate enough of her customers to call to check on them, and even stopped by Gail house to bring a gift for a customer's birthday. Opal is a Direct Care Specialist who is passionate about what she does and it shows. Opal was awarded the Spirit Award last year and she continues to set the example for others to follow. We are very proud that you are a part of our team, Opal.

Shirley Adams, Direct Care Specialist at our Braddock home in the Dallas region, goes above and beyond her responsibilities to help the company and the customers we serve. While the company was in the process of hiring a QMRP, Shirley cheerfully stepped up to the plate to help. She changed her schedule in order to be available to take on extra work including making health care appointments with clients, proofreading MARS, and scheduling staff coverage. Shirley is always willing to pitch in and help out, and never complains. According to Ed Noxon, ICF Director, Shirley has greatly assisted in the transition and is a tremendous asset to the company. We look forward to continued success with all of our Braddock team and appreciate their efforts. Thank you, Shirley, for a job well done!

Dennis Thompson, Direct Care Specialist, and Glenda Watkins, Supervisor, at our Lubbock CWFT Day Program, recently took the initiative to make some excellent changes. "They did an outstanding job improving the activities calendar and appearance of the facility", notes Priscilla Salinas, Case Manager. "The improvements are noticeable and much admired." This is the type of ownership that makes the difference in our company. We hope to be able to expand to a larger facility that will allow for continued growth. Thank you, Glenda and Dennis, for seeking out ways to create meaningful solutions and improvements. We are fortunate to have you both on our team.

Nakia Black, Residential Manager in the Tyler Region, is an exceptional leader. She is proactive in meeting the expectations and needs of our customers and their families. She readily accepts new challenges and consistently delivers quality results. Nakia's precious son has been very ill, and according to Tracy Dews, Program Manager, even during extensive medical trials, Nakia remains positive, professional, and unbelievably focused on her job, her family and her customers. Most recently, when one of our customers had issues with Medicaid approval, Nakia drove the client to a former physician in Rusk so that she would not miss her medication. Nakia goes above and beyond the call of duty and is a tremendous asset to the company. We are all thinking of you and your son, Nakia, and we pray he has a full recovery very soon. Thank you, Nakia, for all that you do.



Opal McMillan



Shirley Adams



Glenda Watkins & Dennis Thompson



Nakia Black

The Core Values of Community Access

Quality Care & Safety: We are committed to providing quality care to our consumers and a safe environment for the people we serve and employ. Our facilities are well-maintained, our employees are highly trained, and we deliver upon our promise of excellence. The decisions we make about the company on a daily basis always start with our core belief and commitment to quality care and safety.

Honesty & Integrity: We act with honesty and integrity, never compromising the truth. We treat our team members, consumers, customers, and associates with mutual respect and sensitivity, recognizing the importance of diversity. We listen to each other, understand the value of open, safe lines of communication, and ensure that our actions are consistent with our strong belief in doing what is fair and right.

Customer/Consumer Focus: We believe that opportunities come from looking through the eyes of our customers, those whose lives we affect, and others that we serve. We operate the company in a cost-effective and efficient manner, devoting our resources to the quest of making a real difference in the lives of the people we serve. Using all of our skills, experiences, and technology, we lead the charge forward in our effort to challenge obstacles and overcome barriers to human potential and productivity.

Accountability: We accept our individual and team responsibilities and we meet our commitments. We are self-disciplined, enthusiastic, and have the highest performance expectations of ourselves and our team members. We ensure that every action we take promotes our ability to provide quality services to our consumers, co-workers, and customers. We are dedicated to our responsibilities and encourage a high level of employee ownership and involvement in all that we do.

Unity: Our team is supportive of each other's efforts, loyal to one another, and care for each other both personally and professionally. We are one company, one team. We create an environment where our co-workers and team members help each other to develop solutions that best benefit the whole. We strive for a broad-minded perspective and believe that succeeding as one team is as important as succeeding independently.

Continuous Improvement: We believe that meaningful solutions come by looking at challenges and opportunities from new viewpoints. We value input from all of those around us: our customers, our consumers and their family members, our employees, and our community. We embrace positive change, encourage all of those we serve and empower our team to stimulate new ideas and continuous improvement in all aspects of our operations.

The Voice of Our Customer



Ashley Fountain has been a part of our family and the HCS Program for many years. Recently, we asked Ashley, "Why is Community Access your provider of choice?". Ashley shares,

"I chose Community Access because I have friends here and the staff are friendly and they help me. I have learned a lot

about getting along with other people. The staff also helps me with my medicine. They are fun to work with and they are fun to talk to. We go places and do things, even to dances. We all get out and do things together."

Thank you, Ashley. We are proud to be your provider of choice!

Healthy Living

Summer is the time of year that we spend the most time outdoors and with this, we need to look at the medications we take to make sure that they do not cause photosensitivity. The term photosensitivity means the development of abnormal



By Susan Nelson, R.N.

reactivity of the skin to sunlight which makes it burn faster. So if the medications you take cause photosensitivity, use a good sunscreen and apply it often. Wear a hat or cap, if necessary. You may want to cover your arms and legs with loose, cool clothing. Hopefully these simple tips will help you enjoy your summer time activities.

Let's All Go to the Crystal Ball

The Crystal Ball is a special formal affair for our customers, community, and friends. It's an annual fundraiser that also helps increase awareness in the community about the programs that Community Workforce of Texas, a non-profit organization, provides. A spectacular evening is planned with great food, dancing, music, and socializing. Each year this event grows in popularity and is much anticipated by participants and volunteers. All proceeds go towards the continuing effort of providing training and learning opportunities designed to help individuals reach their highest potential. Tickets are \$15.00 pre-sale and \$20.00 after April 30, 2009. Come join us on May 8th in Greenville and May 29th in Tyler from 6:00 p.m. to 9:00 p.m. We look forward to seeing you there!



Special Recognition

The Lubbock office would like to recognize Pamela Harr, DCS, Haven House, for taking such pride in her work, and preparing such carefully planned menu meals!

A special thanks from the Lubbock team to Cathy Otts, LVN, for helping out when we did not have a nurse on our team. Her help, professionalism, and prompt response was greatly appreciated!

Debbie Grigsby, HCS Program Director, would like to thank the Tyler and Greenville team for the outstanding results from the recent survey. The HCS survey is very involved and every single chart out of 135 consumers must be complete. A perfect score is an amazing accomplishment and she is very proud of the work that is done on a daily basis.

Greenville would like to recognize Priscilla Byers of DFW for lending a helping hand to the Greenville Case Managers, Rita Williams & LaTonna Lane.

Monica Jackson, Greenville QMRP, ICF, has done a fantastic job. We are glad that you are on the Community Access team!

Congratulations to Michelle Sekelsky for being selected as Employee of the Month at CWFT in Greenville.

Suggestions or Comments?
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Core Values Word Search

by Ed Noxon

Look for 15 Words from Our Core Values

Z	B	Q	N	O	O	P	E	J	X	K	I	N	T	E	G	R	I	T	Y
L	A	V	I	T	O	L	S	V	A	I	S	D	U	H	D	L	I	N	R
D	C	G	C	O	N	S	U	M	E	R	S	E	U	H	P	D	R	R	A
T	C	X	T	M	N	L	S	D	R	N	A	N	G	U	O	I	S	R	A
B	O	P	D	N	Y	N	T	D	I	C	F	M	L	C	Y	N	S	E	K
N	U	P	F	U	Y	A	V	H	O	X	E	I	Q	E	T	V	U	W	W
H	N	X	U	N	I	T	Y	J	O	P	T	N	C	O	M	O	M	O	N
K	T	L	F	E	B	C	T	K	U	T	Y	W	I	E	T	L	L	P	S
F	A	E	C	O	B	C	S	S	N	D	A	U	E	F	A	V	S	M	S
R	B	N	R	B	C	P	E	X	C	E	L	L	E	N	C	E	T	E	C
Y	I	T	R	W	A	P	N	W	A	M	M	U	A	F	O	M	C	L	D
A	L	C	O	W	R	R	O	O	K	I	I	J	O	D	F	E	K	Y	Y
A	I	C	O	E	E	Q	H	M	S	O	L	U	T	I	O	N	S	A	A
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N	T	K	L	E	J	Z	T	O	F	E	L	L	J	U	Y	B	B	E	Z
R	I	K	I	E	J	E	N	P	C	C	A	I	J	U	L	O	V	V	R
R	G	I	T	N	E	M	E	V	O	R	P	M	I	U	V	P	L	U	U
G	G	Y	Y	E	J	E	K	P	C	J	L	L	K	R	L	X	O	D	A