



# TSCS Newsletter

Taylor's Special Care Services, Inc.

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Sherman Taylor, CEO and Simon Pop, COO with WDIV Local 4 News Anchors Rhonda Walker and Devin Scillian at the award ceremony on October 30<sup>th</sup>.

## **TSCS Celebrates the Distinguished Award: 101 Best and Brightest Companies to Work For™:**

On October 30<sup>th</sup> TSCS leadership attended the 14<sup>th</sup> annual celebration of "Metropolitan Detroit's 101 Best and Brightest Companies to Work For™. The event not only celebrated our accomplishments as one of the Best & Brightest businesses of Metro Detroit, but also, served to bring awareness to the latest Human Resources trends and developments.

The theme this year was, "Community Impact: The Power of the Best," and highlighted the initiatives needed to improve the lives of employees and communities throughout Metro Detroit.

This award is the result of the hard work of our TSCS family which of course includes our valued employees. It is their determination and fortitude that leads to such achievements and successes that empower TSCS leadership to always march it forward, to never give up.

TSCS has proved that it treats its employees as number one resource and they are rewarded for their commitment to the TSCS mission and vision.

We thank our employees for their hard work and dedication and encourage them to continue to make a positive difference in their workplace through more personal interaction. Our promise is to continue to



**TSCS is the Award Recipient of the 101 Best and Brightest Companies to Work For™ in Metro Detroit Region**



*The competition identifies, evaluates and honors organizations that display a commitment to excellence in their human resource practices and employee enrichment and helps to create meaningful change that improve costs, operations and efficiencies.*

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**Simon Pop, MBA  
Chief Operating Officer**

recognize and reward our most valuable assets!



### **The Criteria and Award Selection Process:**

The 101 Best and Brightest Companies to Work For™ awards competition provides the business community not only with the opportunity to gain recognition, but also to showcase their best practices and demonstrate why each of them would be an ideal place for employees to work. The 101 Best and Brightest Companies to Work For™ panel of judges, in conjunction with IIT's Center for Research and Service and Davenport University, took extreme care in ensuring the integrity of the selection process. To ensure that the selection of winners is pure and unbiased, their judges had no interaction with the administration flow of the event.

Each application was examined by the Center for Research and Service and Davenport University. The process was reviewed by the MBPA Board of Directors and the Event Board of Advisors to ensure all criteria were adhered to. Modern statistical analysis was used to examine each application. The process is three-fold:

1. Companies were nominated by individuals.
2. The Company's Human Resources Department was contacted to complete and submit an extensive

survey along with an employee roster.

3. The Company's employees were randomly selected to complete an extensive survey on how they feel about their work environment.

### **Analysis of Surveys:**

The Center for Research and Service examined each application statistically for quantitative data and scoring. That data was submitted to the 101 Best and Brightest Companies to Work For™ volunteer panel of judges from Davenport University to examine each application, collect statistical data and apply qualitative scores. All applications were examined on a point system; those receiving the highest points were selected as the winners. The highest points assigned in each category were selected as the Elite Winners and the overall winner was awarded the "Best of the Best" honor.

### **Results:**

TSCS was selected as one of the 101 Best and Brightest Companies to Work For™ for excelling in the following areas:

- Communication and shared vision.
- Community initiatives.
- Compensation, benefits and employee solutions.
- Diversity and inclusion.

- Employee achievement and recognition.
- Employee education and development.
- Employee enrichment, engagement and retention.
- Recruitment, selection and orientation.
- Strategic company performance.
- Work-life balance.

We are proud to have been selected as a top company among many other reputable, well-recognized and established business enterprises such as, Blue Cross Blue Shield of Michigan, Credit Acceptance, DTE Energy, Fifth Third Bank Eastern Michigan, Henry Ford Health System, McGraw Wentworth a Marsh & McLennan Agency LLC, Michigan First Credit Union, Oakwood Healthcare, University of Michigan Health System, WOW! Internet Cable Phone, etc.



### **October Awareness Month**

#### **National Disability Employment Awareness Month:**

Each October, National Disability Employment Awareness Month (NDEAM) is a national campaign that raises awareness about disability employment issues and

celebrates the many and varied contributions of America's workers with disabilities. The theme for 2013 is "Because We Are EQUAL to the Task."

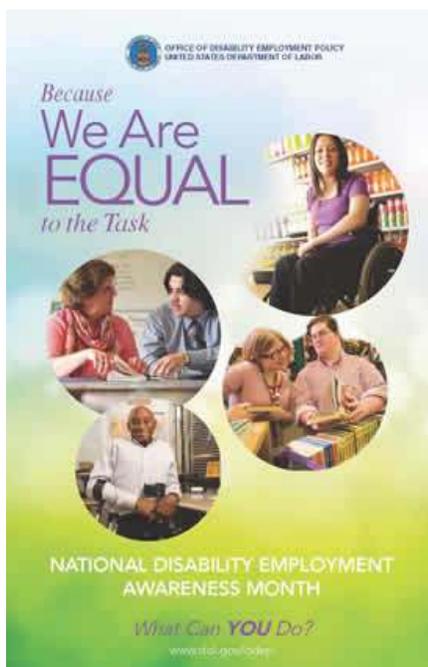
NDEAM's roots go back to 1945, when Congress enacted a law declaring the first week in October each year "National Employ the Physically Handicapped Week."

In 1962, the word "physically" was removed to acknowledge the employment needs and contributions of individuals of all types of disabilities.

In 1988, Congress expanded the week to a month and changed the name to "National Disability Employment Awareness Month." Upon its establishment in 2001 ODEP assumed responsibility for NDEAM and has worked to expand its reach and scope ever since.

Everyone is encouraged to participate in National Disability Employment Awareness Month, to educate about disability employment issues and celebrate the many and varied contributions of America's workers with disabilities. For specific ideas how people can support this effort visit the ODEP website at [www.dol.gov/odep/](http://www.dol.gov/odep/).

TSCS is proud to inform of our efforts which include simple ideas ranging from putting up a poster, to comprehensive disability education programs that are designed to foster a more inclusive workforce, one where every person is recognized for his or her abilities – every day of every month.



### ***National Bullying Prevention Month:***

Among other things, October is National Bullying Prevention month.

One of the biggest emotional issues facing families today is bullying. To raise awareness, many organizations have partnered to help people thrive emotionally and to make parents and children feel safe by learning how to prevent, stop and cope with bullying.

Today's generation of children and students is ready to take action and to uniquely position themselves to prevent and stop bullying. What they need is education, support, and inspiration.

TSCS encourages creative programs that will give parents and children the practical skills to be part of a solution. There are many new programs and initiatives that use students-teaching-students models to prevent and stop bullying.



One such example is PACER's National Bullying Prevention Center that is partnering with Green Giant to Encourage parents to "raise a giant". Green Giant goes to great lengths to help people grow and thrive. This means more than providing delicious vegetables for physical health but also helping people thrive emotionally. To help parents raise kids who are strong inside and out, and to help them learn how to prevent, stop and cope with bullying, they're asking to sign in to [Raise A Giant](http://www.pacer.org/raisingiant/). One could write a letter to the kids in their life telling them why they have the courage to stand up for bullying and asking them to do their best to be a giant in their life.

<http://www.pacer.org/bullying/>

### ***State Updates:***

#### ***MDCH Rebases Medicaid Rates Effective October 1, 2013:***

The Michigan Department of Community Health (MDCH) recently notified the Prepaid Inpatient Health Plans (PIHPs) of revised Medicaid rates for specialty services and supports. This Medicaid rebasing applies for the first two quarters of the new fiscal year which is from October 1, 2013 to April 1, 2014.

Medicaid expansion (Healthy Michigan) is expected to be implemented on or about April 1, 2014. In addition, MDCH is working on a new 1915(i) waiver with a projected start date of April 1, 2014.

The waiver application is subject to approval by the federal Centers for Medicare and Medicaid Services (CMS).

Based on MALA's assessment, the revised Medicaid rates are based upon 50% historical costs and 50% state-wide averages. As a result, some of the PIHPs benefit from the Medicaid rebasing, and other PIHPs are adversely impacted. For example, the PIHPs in Wayne, Oakland and Macomb counties have stated in writing to the Department their concerns with the timing and methodology for the revised Medicaid rates.

The other major change is the reduction in the number of PIHPs from 18 to 10 as of January 1, 2014. Except for Wayne, Oakland and Macomb counties, the PIHPs consist of new regional entities. The contract effective January 1, 2014 between MDCH and the 10 PIHPs is in the process of finalization.

### **October Activities:**

#### **Internal and External:**

Main activities scheduled for October include:

- Visits to the local library (10/1, 10/8, 10/15 and 10/22)
- Harvest Happening (music, dancing and refreshments) on 10/4
- Volunteer at the nursing home (10/7, 10/14, 10/21 and 10/28)
- Attend a church service (Sundays)

- Christmas concert (Christmas Cantata at the Detroit Masonic Temple) on 10/13
- Pizza and Billiards @ Old Forge (10/11)
- Shopping days and game nights all throughout the month
- Dinner / Dance Center-Stage (10/17)
- Friday Night Hayrides @ the Heritage Park (10/18)
- Halloween Party at the Greenfield Village (10/19)
- Basketball @ the Bond home (10/20)
- "Carve a Pumpkin" day (10/23)
- "Pamper Me Pretty" day (10/24)
- "Carmel Apple Day" (10/26)
- Harvest party @ the Salvation Army (10/29)
- Decorate cupcakes @ the Bond home (10/30)
- Trick or treating

### **Satisfaction Surveys:**

#### **Input from Persons Served:**

TSCS understands that in a service environment, organizational success cannot be achieved or sustained without success for the persons served. Therefore, at TSCS we are committed to actively engaging the persons served as part of the planning and service processes in order to demonstrate better outcomes and continuous improvement. We believe that by obtaining feedback from persons served and other stakeholders relative to appropriate

organizational functions on an ongoing basis, we will have better outcomes reported. We want to make sure our input process engages all parties in a sense of shared future that promotes long-term organizational excellence and optimal outcomes.

Therefore, during the month of October, we will be sending out *client satisfaction surveys* to collect data and help determine the expectations and preferences of our clients to better understand how the organization is performing from the perspective of the persons served.

We will analyze the input, share the results and use the input in program planning (i.e., performance improvement, strategic planning, organizational advocacy, financial and resource planning).

We will then integrate the analysis into our business practices to ensure we are meeting and exceeding the current needs of the persons served and other stakeholders. Then we will use the input in various ways: for example, to improve our service delivery designs, develop and improve services, develop short- and long-range planning, identify personnel training needs, to direct ongoing quality improvement. Other mechanisms used to gather input from persons served include, person-centered plan meetings, client meetings, input forums such as advisory groups, suggestion boxes, telephone surveys, complaint or incident summaries, etc.