



T M I

TOWARD MAXIMUM INDEPENDENCE

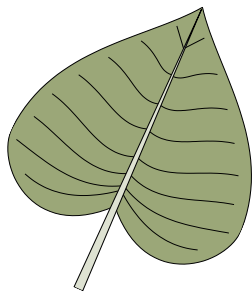
A non-profit agency assisting people with disabilities to live, work and participate in their communities for 23 years.

ISSUE #45

OCTOBER 2004

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This newsletter is published quarterly for program participants, family, friends and colleagues of TMI, a non-profit organization.

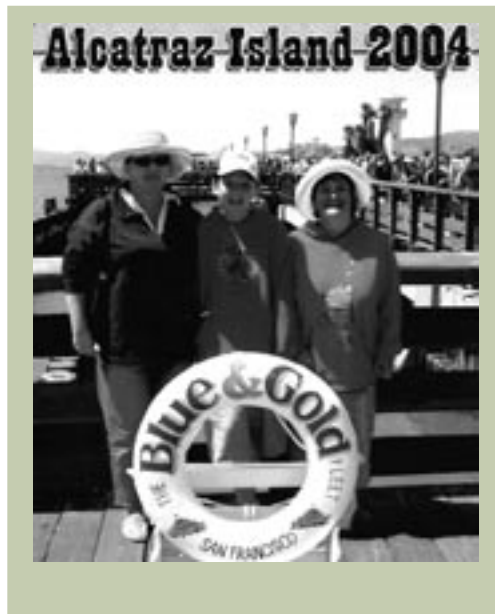
June Grillone Shares her Summer Adventures

June Grillone here! I'd like to share my summer vacation with all of you at TMI. First of all, I had to put money away all year in my savings to be able to go on a two week road trip up the coast of California. My Community Living Facilitator Pam Tamkin, her son and I drove with friends to the first stop which was Solvang. My favorite part was feeding the Emu's. We spent two days in each city we stopped at. That gave us a chance to and go in Solvang, we and went to liked the pools look at them, loved to swim next on the saw museums, there.

San Francisco We swam at there. The next up and down I got my ears I've wanted to ate at a great The next day San Francisco

things! After the bus tour we got on a large boat that took us across the bay to a famous prison, now a museum called Alcatraz Island. It was very windy on one side of the island. We heard stories about how the prison was run and about the prisoners who lived there. I wouldn't want to be one of them! On the third day we went across the famous Golden Gate bridge to Muir Woods, a beautiful forest. We saw many very tall sequoia trees. It was a very nice place.

We started heading back down the coast, stopped in Morro Bay for two days to rest up, and we swam both days and relaxed. Our next stop down the coast was Studio City. We went to Universal Studios...that was a lot of fun to see how movies are made. We laughed and played for two weeks. I had a great time, but was glad to go back to work and see my friends. I hope all of you get to go on a vacation as fun as mine!



swim at each hotel the jacuzzi. After drove to San Simeon Hearst Castle. I really there. You could only though I would have in them. Monterey was drive. We walked a lot, ate and laughed a lot

was my favorite city. the hotel the first night day we took the trolley hills to China Town. pierced there which do for a long time. We Chinese restaurant. we took a bus tour of and saw many fun

TMI Employment Solutions

Quarterly Report October 2004

TMI Awarded Full Accreditation

Congratulations

Community

Employment

Solutions

on your

CARF

Three-Year

Full Accreditation

TMI was awarded a Three-Year CARF Accreditation by the National Rehabilitation Accreditation Commission, which is the highest standard.

TMI was cited with two exemplary conformance standards: 1) “does an exemplary job of creating customized job placements...in creating well-matched jobs.” 2) “has made extensive use of technology as a management tool to increase efficiency and effectiveness of operational and programmatic processes.

CARF surveyors stated, “The organization is committed to a process of continuous quality improvement...and obtains input from its customers and clearly utilizes this information to provide direction for services.”

The CARF process included site visits, interviews with participants, employers, parents, TMI Board members, SDRC and VR Counselors. This extensive review of TMI agency policies and procedures, operations, and case management encompassed two days.

Annual Program Evaluation Results

TMI surveys its customers annually to determine satisfaction with its employment services. Each survey asks for feedback on program quality indicators in areas specific to the customer.

We are pleased that customer satisfaction was high and we will continue to work on improvements in areas where feedback is provided. The following is data from satisfaction surveys for both Integrated Work and Vocational Rehabilitation programs indicating Overall Satisfaction with TMI services:

Who	IW	VR
Participants	97%	95%
Employers	92%	100%
Parents	88%	94%
SDRC	95%	90%
Dept. of Rehab.	N/A	100%

The main areas of focus for improvement include reducing the time to find jobs for our people, maintaining updates and communication with all customers, and reducing staff turnover. Strategic Action Plans have been developed to address these areas.

Other outcome data includes the following:

Vocational Rehabilitation

- 285 total VR individual participants in past year
- 85% of placements above minimum wage
- Pay range is from \$5.00 (1) to \$11.37
- 75% work more than 20 hour per week
- 83% are placed within 6 months
- 91% maintain employment after 6 months
- 54% had increase in wages

Integrated Work

- 126 total IW participants in past year
- Pay range is from \$1.72 (1) to \$8.93
- 85% earn minimum wage or higher
- 62% work at least an average of 10 hours per week
- 63% obtain employment within 6 months
- There are 25 worksites and 44 volunteer sites in the community

Workforce Strength Through Diversity

Work at Souplantation



Howard Brauer and Janine Barth have worked at the Mira Mesa Souplantation for nearly two years. Howard is an outgoing young man who enjoys math and public speaking. Janine is a young woman who is close to her family and loves musicals. Janine and Howard work 5 days per week. When asked what he enjoys most about his job, Howard says he likes working with his Souplantation co-workers, especially Henry. Janine likes eating lunch at Souplantation.

Their job tasks include restaurant opening duties, such as cleaning the tables and chairs. Howard and Janine are dedicated to their job, and focus on becoming faster at their current tasks so that they can take on additional duties during their shift. Thanks to

Souplantation for their support in hiring people with disabilities within their own communities.

Joining America's Workforce

Congratulations to the following TMI participants who were hired by some great employers:

Martin – ACE Parking

Michael – Manpower

Hector – VONS

Michael – ACE Parking

Benny – HMS Host

Kaare – ACE Parking

Jose – Xtermite, Inc.

Lupe – Job Options

Diedreon – Round Table Pizza

Keisha – VONS

Lilliway – Sea World

Anna – ACE Parking

Stephen – ACE Parking

Cynthia – Ross Stores

Jeremiah – ACE Parking

Khadija – Job Options

Tawnya – VONS

TMI Top Job Developers of the Year

Brent Ramsey earned TMI's Top Job Developer for the second consecutive year in Vocational Rehabilitation services. As Division Manager for North County, he has been very effective in case managing over 50 participants while supervising 6 job coaches.

Bridget Palmer was awarded Top Job Developer for the Integrated Work Program. Negotiating with employers to hire up to three individuals at one time requires extensive business negotiations. TMI job coaches provide great support as a liaison between our participants, their co-workers and the public.



Interview With Sheila Sample ***By Paola Osuna***

TMI is made up of so many talented and dedicated employees, as well as individuals we support that it makes it difficult to choose a single person to interview. We are such a diverse group of people full of knowledge and lifelong experiences. However, I had the pleasure of sitting down with Sheila Sample, who is celebrating her ten-year anniversary at TMI. She was a bit hesitant about going through with the interview, claiming that she is “boring.” Read on and you’ll see how the lady with the annoying cellular ring is anything but boring!

Sheila, I often see you rushing through the office keeping busy but I know everything is great when I hear your contagious laughter and see you sipping your diet Pepsi. I stop and think about how you have been such a dedicated employee of TMI for the past ten years. I know that the happy and annoying ring tone on your cell phone is not your only motivation, tell us about what has kept you so motivated throughout the years.

I absolutely love my job. I love it because of the people that I support. It feels so rewarding not only to find out that you have assisted someone in finding meaningful employment, but also after months have passed and those individuals have been able to maintain their job and you now know they are happy and successful. I enjoy it so much when managers approach me or other TMI staff and comment on how much they

appreciate their TMI referred employees. I think I’m driven by my intrinsic motivation and of course I’m sold on the TMI philosophy.

Although we’d love to, not many of us can say that we’ve been at TMI for ten years. How has your experience been throughout the last decade? Well, I came to TMI from a very different environment. So when I learned about the TMI philosophy I was determined to contribute to its implementation. At first, I was a job coach for seven years. I really enjoyed how as a job coach I was able to actively assist in job development for individuals that I supported. I was able to do what I’ve always wanted, that is, treat the individuals that I supported as adults and assist them in gaining independence in their lives through employment and community integration.

You have a lot of experience under your belt, what would you tell someone who is considering becoming an advocate for people with disabilities?

I would tell them to be a good listener. Listen to what the individual’s goals and dreams are. It will be a starting point that will lead you to assist the individual in making his or her life more beneficial.

What are you looking forward to the most in the upcoming years and what are some of the goals you wish to meet?

I’ve been working at TMI since my children were growing up. I have always enjoyed advocating for people with disabilities and I’ve always been a hands-on people oriented person. I look forward to continuing to support people at TMI. However, I also look forward to the day I can retire, but I think I’d like to continue working with TMI a few days a week if that is possible. I don’t think I’d be able to just stop working. I really enjoy it. However, one of the dreams I look forward to fulfilling is buying a motor home with my husband and visiting every state in the nation.

Continued on page 6

PROGRAM NEWS

Community Living

News & Congratulations

Robert F. went to the wax museum and spent the weekend in L.A.

Employment Solutions

News & Congratulations

Kenneth W., Leo C., Yolanda D., Rocio D. and Irving G. participated in an art show exhibiting their work, (beautiful clocks), at the ECC.

Emily M. got a new job as an office assistant at Iron Mountain.

New to TMI's Integrated Work program are Charles W., Nasim S. and Vanessa B.

Public Schools

Sylvia H., Adam D., and Renee R. are new to the TRACE Public Schools program. We are happy to have them with TMI!

TMI's HOLIDAY OPEN HOUSE

TMI will be holding it's annual Holiday Open House on December 15 from 10:00 a.m.-4:00 p.m. We encourage all staff, as well as friends, family and associates to stop by, say hello and enjoy snacks and refreshments.

SPECIAL THANKS

TMI would like to say a very special thank you to Robert & Delores Casey, David & Michele Geving, and Rebecca Page for their generous donations toward the Julie Casey Scholarship Fund. Their donations will go toward helping people we support buy needed items such as groceries, clothing, household items and other essentials.

Thank you very much!!!

SANCHEZ UPDATE

Remember the lawsuit regarding wage parity between direct support professionals in California's State Developmental Centers and those working in community-based service agencies? Well, we are beginning to see some movement in a positive direction. The case has been scheduled for oral arguments in the Ninth Circuit Court of Appeals for sometime during the week of December 6th through the 10th, 2004. The exact day and time will be announced on Monday, November 30, 2004. The argument will be at the U.S. Court of Appeals building in San Francisco at 95 Seventh Street.

Two recent related victories give us cause to stay hopeful. Ball vs. Bredess in the Federal District Court in Aizona is exactly the Sanchez context. The other case, Memisovski vs. Miran in U.S. District Court relates to pediatric fees for children's health care.

TMI will post updates on the Sanchez case on our website: www.tmi-inc.org

Continued from page 4-A Closer Look

That sounds exciting, but will you at least send postcards to TMI?

Sure I will!

Speaking of traveling, if you were able to go anywhere in the world, where would it be and why?

I haven't been able to travel much yet but I would definitely go to Ireland. I want to go there because both my maternal and paternal grandparents were from there. I still have family there that I would love to meet. I would take my sisters with me. You see my grandparents moved to the states in the 1800s. They met each other in Kansas City where they wed and had 5 children during the depression, during Roosevelt's term. I guess I would enjoy sharing information with my family in Ireland. For example, I'd tell them about how my father was in the Navy and served during Pearl Harbor and Vietnam. There's a lot of history and I enjoy sharing it and perhaps learning more about it. So you really look forward to your travels, but what do you enjoy most in your spare time?

I am always reading! I love reading biographies and learning about people. I can't say I have a favorite book, but one of the most memorable one's that I've read is Angela's Ashes, by Frank Mc Court. I think I enjoyed it so much because I connected with it. It's about an Irish family and the hardships they overcome throughout the years. I also enjoy spending time with my friends and family. I have a son and a daughter, my husband, and of course, the apple of my eye—my one year old grand son. Once a month I also get together with my friends to play Bunco. Plus, I really enjoy reading my parents old love letters. Not many people can say they have those. I have most of their love letters from the day they started dating. I even have some post-marked from

Japan in their original envelopes.

Sheila, so far you are the opposite of boring.

There seems to be so much about you that most of us do not know. What is a unique thing about you that we would not know just by seeing you?

Don't laugh but my life long dream is to be a singer. I can't carry a note, but I love to sing. I enjoy listening to people sing although I envy their great voices. My favorites are the oldies but goodies.

Lastly, you always seem so at peace and so positive no matter what challenge you are faced with. What is the motto you live by?

It's simple, just "don't sweat the small stuff."

Thank you Sheila for your time and for sharing so much!

Next time you're in the TMI office stop by and say hello to Sheila! You never know, one day we might see her on Billboard's Top 10!

DONATIONS NEEDED

Family Support Services' Family Focused Support is seeking donated items on an ongoing basis to help families involved with this program. If you have clothing and nonperishable food goods to donate, please call Family Support Services Social Worker Rachel Herriott at 858-467-0600, Ext. 326. The following are needed clothing items and sizes:

Women size: 14-16, or size large

Women's shoes, size 8 1/2

Boys size: 4T, 7/8, 16 Husky or XL, pants waste size 33 inches; shoes size 4 and 6 1/2

Boys or girls clothing in sizes 3T-8 are also needed

Clothing does not have to be new;

just clean and in good condition.

Staff's Corner

New To Employment Solutions

Orzine Bryant, Lubia Burgos, Donna Crume, Aisha Daniels, Nicole DeLuca, Bradley Hoffman, Daniel Layton, Etta Mae Martin, Martha Ocegueda, Joel Siegfried and Thuy Tran have all joined Employment Solutions.

New To Community Living

Jenifer Busch, Marie Cadet, Jonathan Coleman, Leticia Estrada, Barbara Gaddy, Linda Graham, Bernice Iglesias, Ramona Millanes and Charles Yendork have come on board with Community Living.

New To Administration

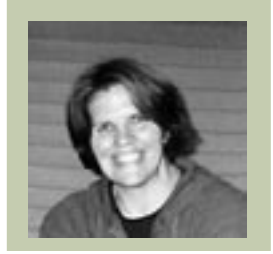
Deana Sanchez has been promoted to Division Manager. Cecilia Ortega and Loretta Saltarelli are new Lead Facilitators with CES. Cecilia was promoted from CLS.

Tiffany Bennett has been promoted to CLS Coordinator and Harriett Holmes has also joined TMI and the CLS team as a Coordinator.

Monika Driscoll and Felecia Rogers are new CLS Assistant Coordinators. Felecia was promoted from CES.

Rachel Herriott has joined the admin team as a Social Worker in Family Support Services.

New Community Living Director, Stacy Miller, A Very Welcome Addition to TMI



As of August 30, Stacy Miller has joined TMI's administrative team as the Director of Community Living Services. She comes to us from Indiana where she was a supervising case manager for an agency that provided oversight for state and federal programs. Her career has provided her with a wide variety of job opportunities ranging from camp counselor to social worker. Already her calm, level-headed approach to problem solving has earned her the respect of her staff and peers.

Stacy has jumped right in to her job where she has restructured the Coordinator positions and caseloads, helped to develop Assistant Coordinator positions to replace former Lead Facilitators. She has hired two new Coordinators, and two Assistant Coordinators. She is currently interviewing for the last open Assistant Coordinator position. In addition, she is working with the CEO to revise the Training Guidebook for Coordinators and is planning a retreat for November 1 to provide training for the entire team on new policies and protocols.

In the absence of a full administrative team, Stacy has attended annual meetings, conducted performance reviews and assessments and provided direct support. She has quickly proven her versatility and her willingness to roll up her sleeves. Regional Center Service Coordinators have already sung her praises. TMI welcomes you, Stacy and marvels at your adjustment to a new state, city and job!

Congratulations All!

SAVE THE DATE!
**TMI's Staff Appreciation Holiday
Party will be Tuesday, December 7th
at the Admiral Kidd Club. Be sure to
mark your calendars! More details to
follow...**

OUR MISSION

It is the mission of TMI to support the value, right and responsibilities of all people with the support of their advocates, to make informed choices regarding how they live, work and express their membership in community. We accomplish this by providing personalized supports to people in their own homes, workplaces, schools, families and neighborhoods.

■ TMI BOARD OF DIRECTORS

Tom Colligan, *Chair*
John Larson, *Vice Chair/Treasurer*
Pat Campbell, *Secretary*
Ana Fuentes, *Director*
Jim Timlin, *Director*
Karen Mitrovich-Dotson, *Director*
Lindsey Roberge, *CLS Staff Representative*
Maureen Burris, *CES Staff Representative*

■ NEWSLETTER COMMITTEE

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