



Personal Care Preferred Group
Providing support for the comforts of home.

inTouch

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Happy New Year!

Thanks for a great turn-out at our annual Christmas party. We celebrated with almost 300 employees and their guests. What a big family we have at PCPG! We've grown from one company, Personal Touch Home Care, to three, including Moore Home Care and Southern Touch Health Care, and a name that covers all, Personal Care Preferred Group.

As a family we need to remember a few things to help keep things running smoothly:

1. Protect our clients, our fellow workers and our company
2. Cover for each other when you are sick or need time off
3. Speak good things about coworkers and the company

We are what we think and do, so I hope everyone will think good thoughts and do unto others as you would have them do unto you.

Happy New Year.

Sincerely,
Barb Thurman, Public Relations
& Marketing Director

CEO Report

If you missed our Christmas Party on December 12, 2008, you missed a real treat. We had around 250 people attend, and it was a great evening of food, prizes and fun. I hope all of you had a nice Christmas and were able to spend time with your families. We sometimes fail to realize how short life is and how fast time passes by.

I want to make you aware of how the state's budget shortfall can affect us. The state's Medicaid cost is a big part of the state of Virginia's budget and we can expect to see sufficient changes in our business.

Some of the areas that Medicaid is looking at include putting a cap on clients that can enter the personal care program. The cap is proposed at 15,250 clients, which is at the current level.

It is important that we hold on to all of our current patients. With very few new patients entering the program, other agencies will be trying to recruit our patients. Everyone needs to make sure they are doing their best to provide the best care possible.

The state plans to establish a maximum per person expenditure cap equal to the average institutional (nursing home) placement cost. This means we could lose some of our patients to nursing homes when personal care and respite cost exceed nursing home cost.

The state will implement a two-week billing cycle. Payments to providers will be made two weeks after the week they were submitted for payment. They will affect the cash flow of all personal care companies.

In summary, the state's budget problems, along with audits starting back in January 2009, mean this year will be a difficult time for personal care providers. I would encourage all of our employees to do the best job they can, which will continue to make us one of the best personal care providers in the state. If you would like more information about these matters, please call me.

Sincerely,
John Thurman, CEO

Banish Your Bad Mood

In a foul mood? Don't just wail for the cloud to pass. Researchers are learning how we can order up happiness when we need it. Try these scientifically proven tips:

Just thinking about what you're grateful for can make you happier, even healthier, according to a study from the University of California. Gratitude triggers positive emotions such as joy and hope that, in turn, help your immune system, explains lead researcher Robert Emmons.

Even a short stroll will do. Studies suggest physical activity can improve a person's mood by causing the brain to release serotonin – known to boost feelings of well-being. Just three brisk, 10-minute walks in a day can do it!

It cheers you up when someone does something nice for you. . .but doing something nice for someone else actually makes you happier! Studies show happy people give more time and money to charities, which leads us to believe happiness is related to doing good deeds, says Philip Watkins, professor of psychology at Eastern Washington University.

Excerpted from Ladies' Home Journal's "Health Bulletin"

First PCPG Food Drive A Huge Success

Thank you all for the hard work and food donations for PCPG's first annual food drive. Each office needs to be commended for the donations they collected in such a short period of time to help needy families in the areas we serve. Thanks to your generosity and selflessness, more than 1,000 food items were collected and equally divided and donated to the social services departments that serve our seven locations.

And congratulations to the winner of our office party! The Waverly Personal Touch Office generated the most donations per number of employees and staffers. Way to go!

Barb Thurman,
Public Relations & Marketing Director

Notes from Human Resources

I am happy to announce that I, Debbie Grein, have assumed the position as PCPG's new Human Resources Director. I've been with Personal Touch since August 2007. I was hired to manage the staffing at the Stony Creek Office. Prior to coming on board with Personal Touch, I served for four and a half years as an office manager for a doctor's office in Petersburg. I'm a native and resident of Sussex County and am married and have one wonderful child named Jacob, who's 4 months old.

In my new role as Human Resources Director, I will be working toward many new goals for the department. We will be holding several more Personal Care Assistant classes throughout the year. We are also in the midst of redesigning our employee handbook. We will also be trying to develop ways to make the department run as efficiently as possible.

I am very excited to be in this new position and look forward to working with all of you in this new capacity. If you have any human resources questions or concerns, please do not hesitate to call me. I will be glad to assist you. I also would like to take this opportunity to wish everyone in our ever-growing PCPG family a very happy and healthy New Year!

Sincerely,
Debbie Grein
Human Resources Director

If you haven't seen our new company website, check it out!

WWW.PCPGONLINE.COM

How To Get What You Want Out Of The New Year

Goal Setting Skills For The New Year or Any Time

Every year, throngs of people—maybe even you—choose a list of resolutions for the next year. Generally, these are habits they will try to do every day, or habits they will try to avoid for as long as they can. Unfortunately, many of these resolutions are forgotten by March. A major reason for this is that it's deceptively difficult to develop or deny ingrained habits 'cold turkey'.

While the effort to adopt resolution shows a wonderful sense of positive intent, a better alternative is to develop new goals for the future. Goals are a better plan than resolutions for a few key reasons:

Rigid vs. Fluid: Resolutions stay the same: "I will go to bed by 10pm." "I will stop eating junk." "I will go to the gym five times a week." If these are somewhat big changes, it may feel like a huge change with no buildup. Goals, however, can be tackled in steps, beginning with baby steps and increasing in difficulty as you become more accustomed to the change. This makes goals more realistic for lasting change.

Sense of Accomplishment vs. Sense of Failure: Goals give you a direction to aspire to, but with the baby steps you may be taking toward your goal, you can still feel like you've accomplished something and are on the right track, which will, in turn, keep you moving in the right direction. Once you've broken a rigid resolution, however, it's easier to feel like a failure and give up.

Add to Your Life; Don't Take Away: Once you have your goals set, keep them in the forefront of your mind. Keep them listed in your day-planner, have them as part of your screen saver, or post-it them in prominent places around your house for a while. Reward yourself with something small for continuing to stick with it, until you make enough progress toward your goals that the progress becomes its own reward. And remember that change doesn't come overnight, but as you work toward developing what is important to you, the change will come, and it will be lasting. Remember this, and enjoy building the life you were meant to live!

Excerpted from article on About.com by Elizabeth Scott, M.S., December 12, 2008

Employee Recognition

Personal Care Preferred Group realizes how fortunate we are to have many outstanding employees who daily reflect the image we desire to promote. This year in recognition of these employees, we will be selecting an Employee of the Month.

Monthly, a committee chaired by Sue Moore, Administrator, and comprised of all staffers will select an employee who has been nominated by a fellow employee or a client. In addition to receiving a special gift, the Employee of the Month will have their picture placed on the wall of the office where he or she works.

To nominate an individual for this honor, please submit their name to the office closest to you, along with a narrative of why you feel this individual should be considered for Employee of the Month.

At the end of the year, an Employee of the Year will be chosen from the monthly winners. This announcement will be made during the annual Christmas Celebration.

Please direct any questions you may have to Sue Moore, Administrator, at 434-246-3110.

Sincerely,
Sue Moore, RN
Administrator

A Message From The Data Processing Department

Hope everyone had a great Christmas holiday and a happy New Year's celebration. 2008 was a good year for Personal Care Preferred Group, and we are looking forward to another prosperous year in 2009. This year let's focus on detail and accuracy. Our system is running smoothly, and the only way to ensure that it continues to do so, is to be accurate with the task at hand. Whether it is checking time sheets, paying taxes or bills, doing billing statement charges or sending bills, just take that extra couple of minutes to look over your work and double check it for accuracy. This practice can save a tremendous amount of time down the road, as you all well know, when the time comes for accounting.

Thanks and Happy New Year!

Sincerely,
Tony Vincent, Data Processing Director

service Employees With 5 Years or More of Service

Personal Touch Employees

14 Years: Sarah Smith

13 Years: Cora Chatman, Judy Sculthorpe,
Shirley Taylor

12 Years: Cheryl Chambliss, Ethel Keys,
Ada Phillips

11 Years: Shirley Julbe, Cathy Williams,
Deborah Wise

10 Years: Mauri Crawford, Linda D. Gray,
Millicent Jones, Wanda Seaborne, Rosalind
Sheppard, Conceita Skipper, Kim Spruill

9 Years: Joann Blizzard, Kathleen Coleman,
Mildred Dunham, Annie Mayfield, Joan
Smith, Linda Tomlin, Deborah Walker

8 Years: Audrey Bain, Nancy Lurry, Monique
Prince, Jacqueline Rice, Diane Smith,
Sharon Smith, Yvonne Taylor, Elaine Wright

7 Years: Rovelta Anderson, Helen Cameron,
Elaine Fields, Magnolia Gordon, Mary
Lawrence, Hattie Lucas, Ernestine Smith,
Belvin Thomas, Wilma Thomas, Shelly Winfield

6 Years: Rachel Bush, Ethel Crowder,
Debra Moore, Yolanda Stigall

5 Years: Charlotte Artis, Paula Blount,
Crystal Bynum, Sarah Chappell, Thomasine
Eley, Cristie Pearson, Alice Sills,
Mercile Watson

Moore Employees

7 Years: Judy Peebles, Dominique Spence

6 Years: Rosa Bullock, Valerie Fleming

5 Years: Betty Elder, Christine Lewis, Teresa
Lundy, Versie McNeil, Clarice Vincent, Mary
Wyche-Chatman

If your name is listed and you have not received your certificate and pin, please call the office in your area. They should have it for you to pick up.

A Message From Payroll

Another wonderful year has come and gone with PCPG! I would like to thank each of you for doing a wonderful job of turning in your timesheets on time so that payroll flows smoothly. I look forward to working with each of you this New Year! If you have any questions or concerns, do not hesitate to call me. HAPPY NEW YEAR!

Dianne R. Edwards, Payroll Manager

News From Waverly

A big "Thank You" to my Waverly aides for the food that was donated to the food drive. We collected a total of 607 items!

Love You All,

Darlene Walker, Waverly Staffing Coordinator

Happy Birthday to Our Employees!

January Birthdays

1-Jan Irma Barkley
2-Jan Juanita Collins
2-Jan Audrey Jackson
2-Jan Arlene Smith
2-Jan Emily Wyche
3-Jan Marion Macklin
5-Jan Brenda Robinson
6-Jan Schinita Black
7-Jan Roberta Pouncy
8-Jan Avanti Pearson
9-Jan Rhyvan Gilliam
10-Jan Alberta Davis
13-Jan LaCresha Hudson
13-Jan Samantha Jones
14-Jan Sheri Jones
14-Jan Katrina Turner
15-Jan Audrey Jordan
16-Jan Alice Sills
18-Jan Amy Hicks
19-Jan Cleolal Harris
20-Jan Michelda Kelly
21-Jan Kyona Revish
29-Jan Latasha Thomas
31-Jan Jalana Lucas
31-Jan Norveashia Saunders

February Birthdays

2-Feb Cecilia Dobson
2-Feb Lakiesha Pair
4-Feb Sandra Allen
5-Feb Cynthia Davis
9-Feb Kate Brown
9-Feb Shantell Stewart
12-Feb Latonya Jones
12-Feb Patricia Oley
16-Feb Gloria Pearson
18-Feb Roslyn Odom
20-Feb Thomasine Eley
22-Feb Erica Bullock
24-Feb Jessica Clark
26-Feb Patricia Carey
26-Feb Sharlinda Harding
28-Feb Shirley Robinson

March Birthdays

1-Mar Gail Wyche
2-Mar Corene Harris
2-Mar Janice Jones
2-Mar Clarissa Kelly
2-Mar Anna Walker
6-Mar Tenika Drew
7-Mar Shameka Nicholson
8-Mar Natasha Freeman
8-Mar Doris Krenicky
8-Mar Sandra Williams
9-Mar Jekeyiba Newell
9-Mar Wilma Thomas
10-Mar Melissa Robinson
11-Mar Mozelle Jeffress
12-Mar Jacqueline Baker
12-Mar Teresa Lundy
12-Mar Gloria Sykes
12-Mar Sheron Williams
13-Mar Monica Hampton
13-Mar Eboney Hill
13-Mar Angela Pair
15-Mar Martina Armstead
16-Mar Keonda Chatmon
16-Mar Charmel Jimenez
19-Mar Tawona Blackwell
19-Mar Ann Emmons
20-Mar Patricia Severe
21-Mar Hattie Lucas
21-Mar Velma Phipps
23-Mar Aria Mayfield-Freeman
25-Mar Teaira Walls
30-Mar Ann Britt
30-Mar Judy Peebles
31-Mar Joyce Freeman