

Jay has something to say...

Wow, Spring is making way for Summer already! Where does the time go? These past couple of months we have recognized our Care Workers, Nurses, Teachers, and Maintenance Staff. We are so lucky to have all of you as part of our team!! Way to Go! The agency has also been focusing on our Person-Centered Training classes. I want to thank Amy Caudill and Rhonda Green for teaching these classes to our staff. They do a wonderful job and the reviews for the classes have been tremendous. Please look for new classes that are held every other month in Region 1 than in Region II. These classes help focus on what is truly important to all of us, those we serve.

I am proud to announce the agency has been re-accredited with the State of TN and the MCOs. On April 1st, we started a large pilot project to move us from paper to electronic records. It's going very well, and the staff has given us some great feedback. In the next couple of months, we will continue to roll out more homes and individuals to this format. This will make it easier for the agency as we move to the new state billing system. Speaking of that, I want to thank all of you who have been part of inputting into the Therap system. We have maintained our compliance with all your hard work in making sure we are timely and accurate in our data input.

The newsletter is full of wonderful activities that every aspect of the agency has been involved in for the past couple of months. Please take the time to review all the articles and pictures, it is amazing how many people the agency touches on any given day. I am so proud of the accomplishments of the individuals, staff, and the agency as a whole. Thank you all for your commitment and dedication to those we serve. I look forward to seeing what the next couple of months has in store for us.



Many thanks for all you do,

Jay



PDI Summer Picnic



It's Care Workers Recognition Month
& PDI wants to

THANK YOU!



For all the care workers at PDI and elsewhere...
it's Care Workers Recognition Month, and we'd
like to thank you so much for your service and
dedication to the individuals you support!

Nurses' Appreciation Week

Fun celebrating Nurses Appreciation Week with THE "Taco 'bout a Great Nurse parties"!!! We have the best nurses. Their knowledge and skills are next to none, and they demonstrate compassion and empathy for individuals they support at PDI everyday. Thank you to all our nurses. We truly appreciate you, this week and beyond!



KIDS DEPOT

TEACHER APPRECIATION WEEK

& PRE-K GRADUATION



Happy Teacher Appreciation Week to all of our staff! We are so thankful for our team. To our Kids Depot team, there are not enough words or gifts in the world to show how much we appreciate all of you! Everyday you ladies come in with bright smiles and ready to love on children like they are your own and we are so thankful! You guys need more than just a week!



Congratulations



Teresa Vaughn
January '23



Robin Henderson
February '23



Yolanda Pennix
March '23



George Godsey
April '23

Employees of the Month

COOL FIELD TRIPS



Matthew Hodge at Special Olympics with the APSU Softball Team



Johnny and Kevin really enjoyed meeting Clarksville Police Department



Jimmy Shepherd, excited to see the SEC game at Bridgestone Arena last night



Kyle Foster and Ronnie Powell enjoy a Friday night at Puckett's

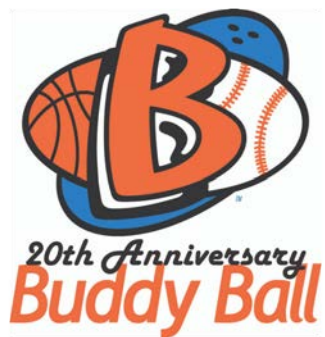


Persons supported and staff attend the all-inclusive activities group and show off their artwork



Special Olympics





BASKETBALL

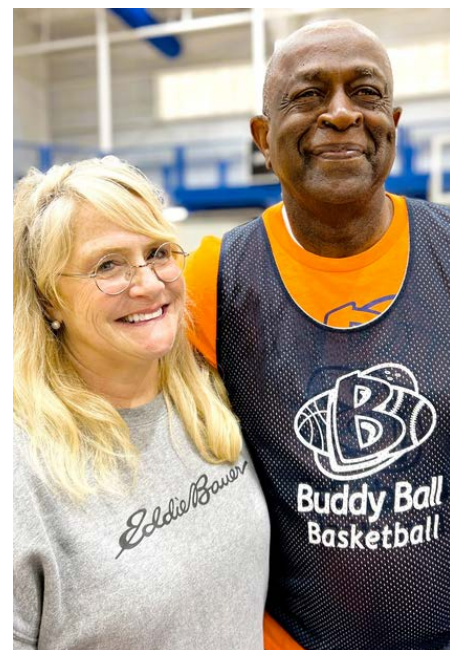
We just wrapped another successful basketball season!!
(See photo albums through links below)



MARCH 10



MARCH 17



MARCH 24



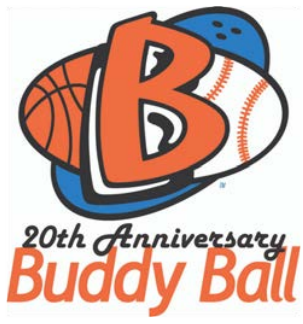
MARCH 31



APRIL 21



APRIL 28



PROM

FULL ALBUM ONLINE



UNITED WAY



Jay Albertia at Montgomery County Speaking Engagement



Congratulations to Jay Albertia, our President/CEO, for receiving the 2022-2023 United Way Director's Award at today's Annual United Way Celebration & Luncheon! Way to Go Jay!!

PDI raised over \$6400.00 for our United Way campaign this year!!!



United Way of the
Greater Clarksville Region

Dear Progressive Directions Inc.,

We would like to express our heartfelt appreciation to Progressive Directions Inc. for your generous sponsorship of a table at the 2023 United Way of the Greater Clarksville Region's Annual Celebration. Your support and dedication to our community have significantly impacted the success of this important event.

We want to commend Progressive Directions Inc. for the remarkable work you do in our community. Your commitment to empowering individuals with intellectual and developmental disabilities is truly inspiring. The programs and services you provide enable these individuals to lead fulfilling lives and reach their full potential. Your dedication and advocacy are invaluable assets to our community.

We would also like to extend our warmest congratulations to Progressive Directions Inc. on the success of your Common Grounds Cafe. This initiative not only provides a welcoming and inclusive space for individuals with disabilities to gain valuable work experience but also serves as a gathering place for the entire community. Your commitment to fostering inclusion and promoting opportunities for all is commendable.

I am grateful for Progressive Directions Inc.'s ongoing partnership with the United Way. Your support directly contributes to our efforts in education, healthcare, social services, and more. The impact of your generosity and dedication can be seen in the lives of individuals and families who have benefited from the programs and services provided by the United Way and its partner agencies.

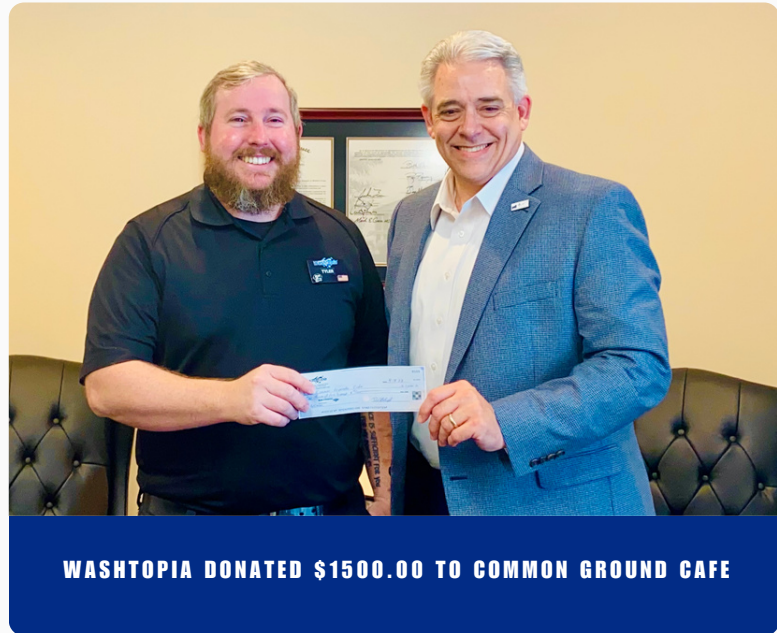
Your dedication, advocacy, and the success of Common Grounds Cafe are true reflections of your commitment to making a positive impact in our community. Together, we can create a brighter future for all residents of the Greater Clarksville Region.

With heartfelt gratitude,

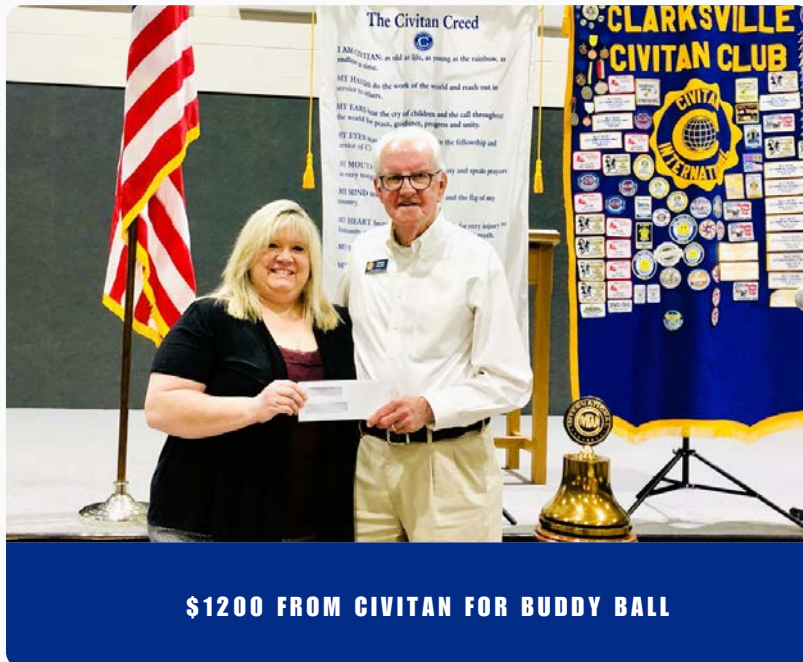
GRANTS AND DONATIONS



BUDDY BALL RECEIVED \$3460 FROM PREDATORS FOUNDATION



WASHTOPIA DONATED \$1500.00 TO COMMON GROUND CAFE



\$1200 FROM CIVITAN FOR BUDDY BALL

DANA CHARITABLE FOUNDATION FOR \$1000.00 TO PDI

VETERANS UNITED GRANT FOR \$2500.00 TO PDI



Check us out!

**Veterans Plaza, Suite 102 (350 Pageant Lane, Clarksville)
Weekdays 7am-2:30pm (kitchen closes at 2pm)**



In Memory of
**Jerry Staley Byrd and
Nancy Welker**



JERRY STALEY BYRD
JUNE 5, 1956 ~ APRIL 20, 2023
66 YEARS OLD

Jerry was born on June 5, 1956 in Indian Mound to Joseph and Dixie Byrd. He passed away on April 20, 2023. He loved going to Cracker Barrel, Walmart, and drinking Diet Dr. Pepper.

In addition to his parents, he is preceded in death by brother, Joel Byrd. Jerry is survived by his sister, Aveta (Wayne) Dennis.

Please visit Jerry's online guestbook at www.sykesfuneralhome.com and share a memory with the family.



NANCY GAIL WELKER
AUGUST 27, 1946 ~ MAY 15, 2023
76 YEARS OLD

Nancy was born on August 27, 1946, in Dickson, TN, to Stuart Sr. and Nancy Welker. She passed away on May 15, 2023. Nancy, who always wore a smile, loved Barney and old western movies and television shows.

In addition to her parents, she is preceded in death by her siblings: Philip Welker, Betty Welker, and Stuart Welker, Jr.



IMPORTANT NEWS

PROTECTION FROM HARM

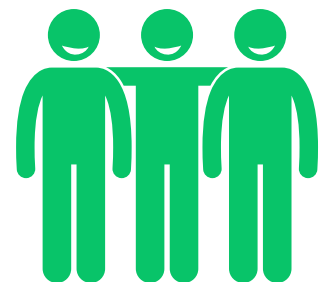
Remember... DIDD requires you to report any suspected incidents of abuse, neglect or exploitation to DIDD's Protection from Harm Unit at 888-633-1313 within 4 hours of observation or discovery. If you fail to report and the incident results in a substantiated case, you may be subject to disciplinary action along with the person(s) responsible for the abuse, neglect or exploitation.

THE GREEN TEAM

As we demonstrate our commitment to sustainability, the agency continues its efforts to make positive changes toward energy efficiency a priority and ask for your help in doing so. There are things each of us can do to help further the cause. Here are some tips to reduce waste and improve efficiency at work, as well as at home:



- Turn off lights and electronics when not in use
- Recycle most paper, cardboard, plastic, metal and glass
- Adjust thermostat when away
- Upgrade to energy efficient bulbs and appliances
- Consider carpooling to work



If you are interested in learning more about recycling, resource conservation and sustainable living, check out this website for guides on money-saving tips and a better future for our kids.
<https://mcgtn.org/green/sustain/resource-conservation>.



State of Tennessee
Department of Intellectual and Developmental Disabilities

DISCRIMINATION IS PROHIBITED

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 REQUIRES THAT FEDERALLY ASSISTED PROGRAMS BE FREE OF DISCRIMINATION. THE **TENNESSEE DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES** ALSO REQUIRES THAT ITS ACTIVITIES BE CONDUCTED WITHOUT REGARD TO RACE, COLOR, OR NATIONAL ORIGIN.

Prohibited Practices Include:

- Denying any individual any services, opportunity, or other benefit for which he or she is otherwise qualified;
- Providing any individual with any service or other benefit, which is different or is provided in a different manner from that which is provided to others under the program;
- Subjecting any individual to segregated or separate treatment in any manner related to his or her receipt of service;
- Restricting any individual in any way in the enjoyment of services; facilities; or any other advantage, privilege, or benefit provided to others under the program;
- Adopting methods of administration that would limit participation by any group of persons supported or subject them to discrimination;
- Addressing an individual in a manner that denotes inferiority because of race, color, or national origin;
- Subjecting any individual to incidents of racial or ethnic harassment, the creation of a hostile racial or ethnic environment, and a disproportionate burden of environmental health risks on minority communities.

Should you feel you have been discriminated against, please contact the local Title VI coordinator.

Name: Anna James Title: Executive Assistant
 Address: 1249 Paradise Hill Rd, Clarksville, TN 37040
 Phone Number: 931 647-6333 Fax: 931-552-3541

- **Any individual may file a Title VI complaint with the below listed entities. It is preferable that complaints be registered at the local level first.**

DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
 Seth B. Wilson- Title VI Compliance Director
 UBS Tower, 8th Floor
 315 Deaderick Street NASHVILLE, TN 37243
 Seth.Wilson@tn.gov

OR

U.S. DEPARTMENT OF JUSTICE
 COORDINATION & REVIEW SECTION - NYA
 CIVIL RIGHTS DIVISION
 950 PENNSYLVANIA AVENUE, N.W.
 WASHINGTON, D.C. 20530
 (888) 848-5306 (toll free voice and TDD)

_____	_____	_____	_____	_____
Person Supported	Date	Service Provider	Agency Representative	Date
_____	_____			
Legal Representative	Date			

1249 Paradise Hill Road
Clarksville, TN 37040
T – 931-647-6333
F – 931-552-3541
www.progressivedirections.com

Title VI Policy Statement

It is the policy of the Progressive Directions, Inc. to ensure compliance with Title VI of the Civil Rights Act of 1964; 49 CFR. Part 26; related statutes and regulations to the end that no person discrimination under any ground or activity receiving federal financial assistance on the grounds of race, color, or national origin.

Montgomery County
Work Center
170 W. Dunbar Cave Rd
Clarksville, TN 37040
T – 931-648-3509
F – 931-648-3528

Steward County
Work Center
305 Church Street
Dover, TN 37058
T – 931-232-8801
F – 931-232-9942

Kids Depot
EIS Services
3343 41A South
Clarksville, TN 37043
T – 931-358-0117
F – 931-358-0324
www.kidsdepot.org

Progressive Directions Concern/Complaint Resolution Policy

Progressive Directions, Inc. is committed to providing quality services and supports to all individuals supported by this agency.

It is the intent that decisions concerning services and supports provided to the person will be determined mutually, cooperatively and with the best interests of the person in mind. Recognizing however that such decisions may not be viewed by all stakeholders in the same context, or the delivery of services may not always meet the full expectations of the provider agency, person supported, family member, legal representative, or advocate for the person supported. Progressive Directions, Inc. strives to have a responsive and proactive approach where concerns are resolved before reaching the need for formal resolution.

Progressive Directions, Inc. has established the following process for Rights Violations, Complaint, and Conflict Resolution.

“Complaint” being defined as a service related issue as referenced in DIDD Provider Manual.

“Conflict” being defined as individual rights issue protected by the Title VI of the Civil Right Act and referenced in DIDD Provider Manual.

- Progressive Directions, Inc. has identified specific staff to act in the capacity of the Complaint Resolution Coordinators for each of our three Regions.
- Calls simply need contact their Regional Office and asked for the Regional Complaint Resolution Officer.
 - Regions 1 and 3 (Montgomery, Stewart, Henry, Benton, Weakley, and Carroll Counties) – (931) 647-6333
 - Region 2 (Maury, Marshall, Giles, and Hickman Counties) (931) 381-2114
- In the event a complaint needs to be “called in” outside of the normal business hours, the Progressive Directions, Inc. on call phone may be called. The supervisor on call will relay the information to Regional Coordination the following business day. The on-call number is (931) 624-2101.
- All complaints will be taken seriously and thoroughly investigated by the Regional Complaint Resolution Coordinators.
- Regional Complaint Resolution Coordinators will inform the Vice President of Administrative Services, Jennifer Milauckas of any complaint received.
- All complaints will be logged by the Agency’s Vice President of Administrative Services and tracked to resolution.
- If the complaint/concern is related to the Regional Coordinator, the Vice President of Administrative Services will serve as point person for the investigation into the matter.

“Rights Restrictions” include denying or limiting human and civil rights as well as rights personally defined as important to a person.

People Supported, family members, legal representatives or advocates for the person supported are afforded the opportunity to appeal any decision service related or involving the individual’s rights and are encouraged to express, through a formal complaint/conflict process, any dissatisfaction with the delivery of services and supports.

PROCEDURE

- A complaint/conflict may be submitted in person, by telephone, letter, email, fax, and directed to the attention of the Regional Agency Complaint Resolution Coordinator, hereby referred to as ACRC.
- The Complainant will be contacted by the ACRC within 24 hours to acknowledge receipt of complaint/conflict.
- Any staff person may register a complaint/conflict from person supported, family members, legal representative or advocate for the person supported.
- Upon receiving a complaint/conflict the ACRC will document the complaint/conflict. The ACRC, upon receiving the complaint/conflict will begin a full inquiry into the issue.
- Every attempt should be made to resolve all complaints/conflicts within 3 business days.
- When the ACRC believes the complaint has been resolved to the satisfaction of the complainant, the resolution will be documented. Resolution outcome and documentation related to it will be forwarded to the Vice President of Administrative Services to close out the issue.

Advanced Conflict Resolution/Appeals

- If after 7 working days, the ACRC is unable to resolve a complaint, or the complainant is not satisfied with the proposed solution, the issue will be referred to the Vice President of Administrative Services for review and attempt at resolution.
- Any party can contact the DIDD Regional Office Complaint Resolution Coordinator for assistance with the matter.

Policy Distribution/Information

- This policy will be distributed upon enrollment with Progressive Directions, Inc. and annually to all people supported, or legal representatives.
- Members of the support/leadership team who are most familiar with the person, will decide on the best approach to explain information in a way the person can best understand, taking into consideration the effectiveness of the person's expressive and receptive communication skills. This can include but is not limited to:
 - o Speaking directly to the person and listening to what the person says/asks in response
 - o Choosing appropriate language
 - § Use plain language. Avoid jargon.
 - Use short, simple sentences.
 - Use concrete as opposed to abstract language, for example: "Show me"; "Tell me"; "Do this" with gesture; "Come with me"; "I'm going to..."
 - o Research and use appropriate tools
 - Can the person read? Is there an easy to read fact sheet?
 - Are there pictures available that can help explain?
 - Are their videos available that can help explain?
 - Can simple gestures or diagrams help communicate the information?
- Confirmation notice stating the policy has been received and reviewed will be sent along with the policy to be signed and returned to the agency. The confirmation will be maintained in the person's comprehensive record.

FOLLOW US ON SOCIAL MEDIA!!!

Please keep up with everything going on in the PDI family by following us on social media. See photo albums from events, news, and more. Also, please show the pictures to our persons supported so they can see themselves and their friends. Don't miss out!!

[PDI Facebook](#)

[Buddy Ball Facebook](#)

[Common Ground Cafe Facebook](#)

[Common Ground Cafe Instagram](#)

[Kids Depot Facebook](#)

[Early Intervention Facebook](#)

[PDI Thrift Store Facebook](#)

