



Enformant



An internal employee publication of Challenge Unlimited, Inc. March 2011

Board of Directors Begin Mission Trip Program

By: Debbi McMahan

The company's Board of Directors recently began a Mission Trip Program. The program is used as an educational tool to provide board members with the information needed to perform duties effectively.

Each trip will include a meeting with the worksite's manager, an overview of the site and services of-

ferred, and discussion on production, contractual considerations, or any other detailed



information about the site.

Board members toured two residential homes in February, which were the first site visits of the program.

The Chief Administration Officer is the coordinator of the program and handles scheduling with specific worksites upon request from the Board of Directors.

Lynhaven Receives Perfect Score for Third Straight Year on Illinois Department of Public Health Survey

By: Tammy Marsh

The employees at Lynhaven Manor have recently received a perfect score on the Illinois Department of Public Health survey for the third consecutive year! The residential home's programs, services, medical care, and psychosocial needs of the clients were surveyed by inspectors.

A large amount of documentation concerning client protection, facility staffing, client behavior along with the facility's practice, health-care services, dietary services, the physical environment,

etc. were reviewed with many questions asked.

The surveyors not only looked for "paper compliance," but also observed how staff interacted with residents, how staff handled different behavioral issues, asked residents if they were happy, and spoke with guardians about their level of satisfaction with the care their loved one was receiving.

To have a "good" survey is GOOD. But to have a "perfect" survey is GREAT! It shows a level of hard work

and dedication from the Qualified Support Person and each individual direct support person. It is definitely a team effort. To have a perfect survey, a facility far surpasses what the governing body requires.

It is dedication like this that is the foundation of Residential Options' mission statement. It is dedication like this that makes Residential Options head and shoulders above other facilities.

Grounds Maintenance at Great Lakes Naval Base is Gearing Up for a Spring Debut

By: John Gilliland

It is with great excitement to announce that Challenge Unlimited is in the process of starting the Grounds Maintenance contract at the Great Lakes Naval Training Base near Chicago. The snow season is expected to be complete in the coming weeks and the company is gearing up for an anticipated April 4 start date.

Interviews are well

underway and according to our new Project Manager, Dan Powell, he has some great candidates that are very excited for the opportunity to work with Challenge. This week alone Dan has interviewed close to a dozen workers and probably has a dozen more to go before filling nearly 20 positions comprised of grounds laborers, heavy equipment operators, and

even an Arborist.

The entire executive team is very proud of the can-do attitude that is expressed by everyone involved. Through dedication and commitment, we are very confident that our team will impress the Navy with our professional Grounds Maintenance services.

Managers Complete “Day In the Life” Training Activity

By: Debbi McMahon

A “Day In the Life” activity was held at the March 1 manager meeting for everyone to get a first-hand account of what it is like to work with various disabilities. All managers were assigned one or more disabilities and participated in the meeting

with his/her issue. The designated disabilities included: deafness, cerebral palsy, stroke, blindness, different visual impairments, speech impairment, dexterity issues, ambulation issues, and mental illness.

Elaine Baragiola, Director

of Human Services from the Lighthouse for the Blind was a special guest. She provided special glasses to depict various visual impairments and blindness and gave a presentation on the services they provide.





Spotlight on Newest Board Members and Challenge Employee



- Vice President of the Charles L. Crane Agency
- 23 years experience in the insurance industry
- Holds a degree in Business Administration

Jim Concannon
Board Member



- Provided private home care for 14 years
- Customer service & data entry for Casino Queen for 5 years
- Mother of Challenge client

Sandra Henderson
Board Member



- Rehabilitation Director of Alton Mental Health Center
- Former Challenge employee
- Holds a degree in Psychology & M.A. in Rehabilitation Administration

Reid McDowell
Board Member



- Returned to Board of Directors in 2011 / former Chairman
- Retired from Olin Corporation where he held various engineering and management positions
- College graduate with post graduate studies completed

Don Schwaab
Board Member



- Responsible for reviewing current policies/procedures/systems and developing plans to improve upon existing quality standards
- Ensures all systems within the company conform to health and safety regulations and maintain ISO compliance

Amy Hansen
Quality Assurance Coordinator

Want an easy way to earn \$200?

Take advantage of the *Employee Referral Program!*

Refer a qualified candidate for a job position at Challenge and/or Residential Options!

Please ask a manager or see the Employee Referral Program policy and procedures for details.



Spotlight on Challenge Unlimited and Residential Options Employees



ABCD Award Winners (Above and Beyond the Call of Duty)



Doug Wilfong, Debra Mendez, Linda Davenport, Derethia Reeves, Amber Campbell, Jessauna Dabbs, Ayonna Gilmore, Shanette Moody, and Whitney Walden
*Lynhaven Manor
January 2011*



Morina Harrold, Carolina Reeves, David Jackson, Jeremy Ozier, Michael Taylor, Peggy Alderson, Tammy Martin, Linda McCarthy, Beth Eyers, and Richard Black
*Lincoln's Challenge Academy
February 2011*

ABCD Award Criteria

- **Initiative and Motivation:** Perform at 100% + for the good of the agency and its mission
- **Reliability:** Dependable and can always be counted on
- **Adaptability:** Conforms to change, recommends ways to increase productivity, and recommends ways to attain the organization's mission
- **Makes outstanding contributions**
- **Exceeds the requirements of his / her job**
- **Supports the organization's strategic plan**



Spotlight on Company Worker

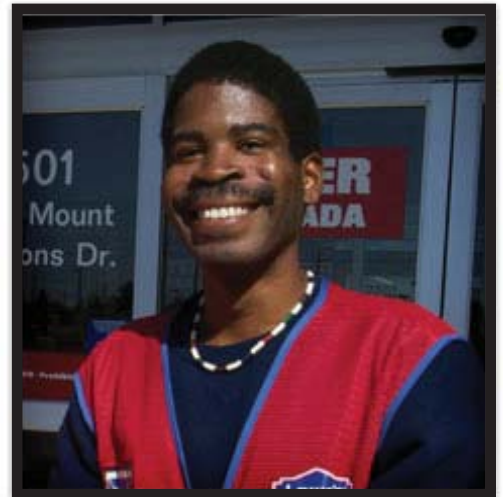


Danny Tate

Danny, previously a client in the Community Rehabilitation Department, is showcased in the following article under “Success Stories” on the Illinois Department of Human Services website:

Daniel Tate is a proud member of the team at Lowe’s Home Improvement in Belleville, Illinois. He does everything from loading heavy appliances to watering plants. He is regarded by his store manager, Pam Thurston, as, “A good employee who always comes to work with a good attitude and a smile on his face.”

By all measures, Daniel is a success at his job. But, as Daniel will tell you, success has a much deeper meaning to him. “Success is job satisfaction and feeling great about my job, not just a paycheck. Success is my living independently in my own apartment, not in a group home.” And the success that Daniel speaks of has happened, in part, because of the services provided to him through the Division of Rehabilitation Services.



Daniel has always been a hard worker. Before his work at Lowe’s he was working as a dining hall attendant at Scott Air Force Base in Belleville, Illinois with assistance from Challenge Unlimited, a community rehabilitation provider who works with DRS. He was also living in a group home. Daniel liked his job, but wanted to have more independence and further his work skills.

DRS worked with Daniel and Challenge Unlimited to provide vocational counseling and job placement services. The result was a great job match and a terrific employment outcome for both Daniel and Lowe’s.

Daniel was also able to receive assistance with living more independently. “I was living in a group home and now I live in my own apartment. Everything has completely changed!”

Daniel also sees the value he brings to Lowe’s. “I fit in Lowe’s Company well and I like being part of their team. They love me to death!” So much so that Lowe’s recently named him “Employee of the Month.” Working together makes success happen; just ask Daniel Tate.



Spotlight on Challenge Unlimited Employee



My Story

By: Lisa Foreman

I was born with Cerebral Palsy. The word “can’t” has always been a big part of my life. I was told that I would not be able to play all the games that other kids were playing, that I should sit this one out, and I was always the last to be picked for a team. I heard these things so much that after a while I started to believe that they were true.

A friend from work started working with a personal trainer and she loved it. She told me that I should think about getting a trainer to help with my balance, coordination, and to get in shape! My response to her was, “I can’t workout with a trainer; it would be a waste of their time and mine!” Her response to me was, “you will never know until you try and the word “can’t” needs to be eliminated from your vocabulary. You are worth it.”



Lisa Foreman, Finance

I had been going to Club Fitness for over a year. I was stuck in a rut and getting no results when Brock, a personal trainer, approached me about a complimentary workout. I thought, “why not, it’s time for a change – not just for my body, but for my mind as well!” I have now been working out with Brock for over seven months and there have been some big changes in my life. Seven months ago I was not able to even step on risers and now I can jump on them. Lunges were virtually impossible and now they pose no problems at all. I was not able to climb up on the chin and dip machine and now it’s a piece of cake. My balance and coordination has also improved and I am able to hold a plank position for two minutes. Seven months ago I couldn’t run at all, not even when I was younger, and now I run for fun. I have done a one mile fun run and am now able to run over five miles at a time. That’s not bad for someone who was told by a doctor that I had a complete tear of my ACL and would most likely need a knee replacement in the future.

I have lost 41 pounds, over 36 inches, and 9% body fat. It is hard to explain how great I feel. I have lost weight before, but never felt or looked this good! I now wonder why it has taken me so long to do this for myself. I would recommend a personal trainer to family and friends. Having a personal trainer has really changed my life. I have always made the same New Year’s resolution which has been to lose weight, get in shape, and work out more. Now I wonder what my 2012 New Year’s resolution will be!

My life is now filled with “**CANS.**” I now have the confidence that I **CAN** do things that never seemed possible before. I just had to decide that I was worth the effort and the effort has



Spotlight on Challenge Unlimited Employees



Congratulations!

Fort McCoy

The Fort McCoy site has won the American Legion Award for recruiting and hiring veterans and veterans with disabilities in Wisconsin. More to come on this award.

GSA Springfield

The Paul Findley Federal Building & U.S. Courthouse in Springfield, IL site has won this year's GSA/NISH 2010 Partners in Excellence Award. The team received their first award recognition on March 8 at their location. They will be acknowledged again at the NISH National Training Conference in Orlando, FL in May.

GSA Page

The custodial staff at GSA Page St. Louis was presented with coins and certificates as an appreciation of services from the Army Human Resources Command for continuously exceeding expectations.

Fort McCoy

The custodial staff at Fort McCoy recently received the following compliment from U.S. Army Colonel Chesser.

"Thank you for your exceptional support of the Garrison Work Force briefing conducted on January 20, 2011. The attention to detail that you showed in your cleaning was outstanding. I have received numerous compliments regarding the presentation and I realize that without your support the event would not have been successful."

USDA Warehouse

The USDA Warehouse team recently won the Operations Department contract competition. The competition takes place quarterly and this quarter it was titled "Commitment to Safety." The win was measured by the number of good catches submitted (per capita) by each location, number of safety talks attended by the entire workforce, retention of information from safety talks, and to remain accident free during the competition.

The USDA Warehouse site has remained accident free for 1,442 days!



Michael Whitehead, Dewey Moore, Mike Nicholson, Gavin Ballo



Check Out What's New At the *Training Corner*

Challenge University 2011

Challenge University is a manager training program focused on promoting culture and providing opportunities for growth and development.

Challenge University will also be offering *Manager Development Trainings (MDTs)*. Managers are expected to attend these trainings in order to further enhance their management and leadership skills.

All managers who attend *MDTs* will be entered into a drawing. The chosen manager will receive time off work, as approved by their supervisor.

Note: The drawing is ONLY for the *MDT* trainings, not all Challenge University courses.

Upcoming Courses:

Social Business Model (*Manager Development Training*)

- **(April 7th)** For more than 50 years, Challenge Unlimited and its affiliate companies, Residential Options and Alpha Industries, have earned a reputation for excellence as a social entrepreneurship.
- Learn how we got here, the president's vision, our growth plan, and what type of social business model we operate!

File Management, Installing Printers, Outlook, Video Conferencing, & Sharing Site

- **(April 20th / 2 CEUs)** Learn how to move/save your files, how to install/manage your printers, how to use email tools, how to navigate the Sharing site, and setup/schedule videoconferencing.



Training Corner Continued

Upcoming Courses Cont:

Train-the-Trainer: Adult Education Techniques & Innovative Training Ideas

- ***(April 22nd / 2 CEUs)*** This is an excellent opportunity for anyone and everyone involved in training! Learn how to gain the attention of an audience (and keep it!), as well as the most affective & interesting ways to deliver information to a group of adult learners.
- *Taught by Alan Shiller, SIUe Outstanding Professor of the Year, Keynote Speaker, and National Public Speaking Trainer.*

Social Networking in the Workplace

- ***(May 4th / 2 CEUs)*** As social networking is becoming more and more popular, we are faced with the decision whether or not to use it in the workplace. This training will discuss responsible social networking skills, and describe ways we can use social networking appropriately while at work (social media policy compliant) and how to benefit the workplace.
- *Taught by Dr. Jocelyn DeGroot, Computer-Mediated Communication Professor.*

Each participant of Challenge University will receive an award of completion for each course, along with the satisfaction of knowing that he/she has the tools to become a better manager.

Please direct any questions or comments to Michelle Matsche, Director of Training, at michelle.matsche@cuinc.org or 618-465-0044 ext. 1016.

Note: There are plans to offer training courses throughout the year for non-managers. If there are any courses you would like to see implemented, please contact Michelle.

Employee Years of Service Breakfast

The annual Employee Years of Service Breakfast was held on January 28 for all employees reaching a service milestone in 2010.

Breakfasts were held at the Administration Building in Alton, IL, Rantoul, IL, and Fort McCoy, WI locations.

Employees were honored for years of service at the following intervals: 1, 5, 10, 15, 20, 25, 30, 35, 40, 45, 50.....



New Manufacturing Opportunity

Challenge Unlimited will soon be working with Asset Protection utilizing this machine along with several others. More information to come about this new manufacturing opportunity as the work is currently being done to set up the manufacturing plant.

NISH Manager Training Day

Managers participated in a Situational Leadership training held by NISH in February at the Administration Building.





March 2011 Fun! Event

Go ahead...Take a bow.

You're the  of the show!

Celebrating Employee Appreciation Day

Setting aside **March 30th** to remind employees how much they are appreciated.

April 2011 Fun! Event



Watch out.....

An *Employee Appreciation Gram* is coming your way around April 22nd!

The company wants to thank you for all that you do!