



January/ February 2015  
**The Triad Times**

**Triad Coordinated Services Inc.**  
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## TCS News!

For more information,  
upcoming events and news at  
Triad Coordinated Services,  
check our website:

<http://www.tc-services.org>

- **CARF is coming to visit us!**

- TCS is preparing for a visit from surveyors of CARF (Commission on Accreditation of Rehabilitation Facilities), hoping to be accredited for the 3<sup>rd</sup> time. CARF is an internationally nonprofit organization committed to improving quality in the human services field. For more information on CARF, see <http://www.carf.org/home/>.

- **TCS to Start Employee of the Month Program**

- TCS is excited to announce our new Employee of the Month Program, in which we will be recognizing staff who go above and beyond in their work. Clients, families, and coworkers are encouraged to nominate staff based on communication, following through with policies and procedures, timeliness, dependability, professionalism and outstanding performance. Every two months, the office and supervisors will review the nominations, tally up the votes, and make the final decision based on input from staff, supervisors, clients, families, and stakeholders (i.e. Care Coordinators, additional service providers, etc.). The employee determined to have excelled in day-to-day interaction and performance overall will be notified, featured in our upcoming newsletter and receive a gift card.

# Triad Coordinated Events



## Cultural Diversity Training for Staff

*"What's been important in my understanding of myself and others is the fact that each one of us is so much more than any one thing. A sick child is much more than his or her sickness.*

*A person with a disability is much, much more than a handicap. A pediatrician is more than a medical doctor. You're MUCH more than your job description or your age or your income or your output."*

*— Fred Rogers*

### Cultural Diversity Training for Staff

As our agency feels passionately about cultural diversity, we strive to ensure that our employees are culturally competent. After several of us attended a training at CenterPoint, we feel it would be beneficial to hold a *mandatory* training on the issue for our staff.

**Staff:** Plan on attending one of the following:  
\*\*Families, clients, and whoever is interested is more than welcome to attend!

#### -Option 1:

**Date:** Saturday, January 31<sup>st</sup>

**Time:** 11:00AM-1:30PM

**Location:** Reynolda Manor Branch  
2839 Fairlawn Drive  
Winston-Salem, NC 27101

#### -Option 2:

**Date:** Wednesday, February 4<sup>th</sup>

**Time:** 12:00PM-2:30PM

**Location:** TCS Office  
5009 High Point Rd.  
Greensboro, NC 27401

Let Jessie ([jessie.tcservices@gmail.com](mailto:jessie.tcservices@gmail.com)) know which training you will be attending by Monday, January 26th.

# TCS' Holiday Party

*Thanks to everyone who came out to our Frozen holiday party! We appreciate all the staff and clients who contributed food, decorations, and helped prepare for this event! It was a party worth melting for!*



# Community Events



## ABC of NC

*ABC of NC* is offering several free workshops for both parents and professionals in the next two months.

Visit their website for more information: [www.abcofnc.org](http://www.abcofnc.org)

### **January:**

1/21: Getting Started (Class #1 of JumpStart!) - 9:00 am - 11:00 am

1/28: Reducing Challenging Behaviors (Class #2 of JumpStart!) - 9:00 am - 11:00 am

### **February:**

2/4: The Importance of Play (Class #3 of JumpStart!) - 9:00 am - 11:00 am

2/18: Increasing Non-Vocal Communication (Class #4 of JumpStart!) - 9:00 am - 11:00 am

2/25: Increasing Vocal/Expressive Communication (Class #5 of JumpStart!) - 9:00am - 11:00 am

## Young Life Greensboro Capernaum Club

**What:** Young Life Capernaum Greensboro Club. Music, games, fun and food. Dinner will be provided for the high school students after club.

**Who:** High school kids with special needs who want to have fun, meet new friends, hang out with old friends, and eat good food!

**When:** Saturday, January 10th

**Time:** 4:15P-6:00P

**Where:** Westover Church – 505 Muirs Chapel Rd.

Greensboro, 27410

**RSVP:** *Mrs. Ida Shaw*

**Phone:** 336-847-1643

**Email:** [idashaw12@gmail.com](mailto:idashaw12@gmail.com)

*RSVPs are not required but appreciated!*



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## In The News

### **The Day I Stopped Trying to 'Cure' My Son With Autism**

[http://www.huffingtonpost.com/nicole-jankowski/how-i-cured-the-autism-pr\\_b\\_6309054.html](http://www.huffingtonpost.com/nicole-jankowski/how-i-cured-the-autism-pr_b_6309054.html)

### **Autism Advocacy: 5 Easy Things To Do In 2015**

<http://www.ageofautism.com/2015/01/autism-advocacy-5-easy-things-to-do-in-2015.html>

### **Autism Research: 4 Things We Learned in 2014**

<http://www.foxnews.com/health/2014/12/03/autism-research-4-things-learned-in-2014/>

## Community Resources

### **Mental Health**

- Mental Health Association of Forsyth  
[www.triadmentalhealth.org](http://www.triadmentalhealth.org) 336-768-3880
- Mental Health Association of Greensboro  
[www.mhag.org](http://www.mhag.org) 336-373-1402
- NAMI  
[www.nami.org](http://www.nami.org) 336-723-043
- NAMI Young Families Advocacy Program  
336-765-6059

### **Developmental Disabilities**

- Exceptional Children's Assistance Center  
800-962-6817
- The Autism Society of NC  
<http://www.autismsociety-nc.org/> 336-946-0875
- ABC of NC  
[www.abcofnc.org](http://www.abcofnc.org) 336-251-1180
- Autism Unbound  
<http://www.autismunbound.org/> 336-854-9497

# Results are in 2014 Survey



## Client and Staff Satisfaction Survey Results:

- I am generally Pleased with the services offered by this agency- 97% agree
- •I know who to contact when I have questions/ concerns – 97% agree
- • My phone calls are promptly returned – 97% agree
- • This agency hires competent and caring individuals to work with consumers – 100% agree
- • Service providers are dependable and timely –89% agree
- • Information related to the consumer is kept confidential – 97% agree
- • The services provided by this agency are valuable – 97% agree
- • Consumer rights are respected and protected – 100% agree
- • I would recommend this agency to my friends/ colleagues – 95% agree
- • I believe TCS is sensitive to and shows respect for the cultural and ethnic diversity of its clients and staff – 100% agree

## Stakeholder Satisfaction Survey Results:

- • I am generally pleased with the services offered by this agency – 100% agree
- • I know who to contact when I have questions/ concerns – 100% agree
- • My phone calls are promptly returned – 100% agree
- • This agency hires competent and caring individuals to work with consumers – 100% agree
- • Service providers are dependable and timely – 100% agree
- • Information related to the consumer is kept confidential – 100% agree
- • The services provided by this agency are valuable – 100% agree
- • Consumer rights are respected and protected – 100% agree
- • I would recommend this agency to my friends/ colleagues – 100% agree
- • I believe TCS is sensitive to and shows respect for the cultural and ethnic diversity of its clients and staff – 100% agree