



# The Sunrise

Dawn of Hope, Inc. | Johnson City, Tennessee

SPRING 2017 | VOL. 8 No. 1

## IT'S THAT TIME AGAIN



It's that time again. Just as sure as Spring is in the air – so here we are again, same place as the last ten years – trying to make a case with the Governor, the Legislature and TennCare that community providers like Dawn of Hope are desperate for a funding increase.

Since current service rates were established in 2004, providers have seen only a 2.9% increase in rates since. And that doesn't count reductions in rates. So let's be generous and say a 2% increase.

How many of you could survive with a 2% increase in salary since 2004. Even minimum wages have increased 40% since 2007 with three increases. Since 75% of our costs are personnel, that alone explains the dilemma.

Unfortunately, even after the DIDD Commissioner recommended some \$21.2 million in rate increases – the Governor only includes \$6.7 million in his budget. And that was not actually new money, as it was non-reoccurring from last year's budget - which he generously did not take this back.

So here we are serving Tennessee's most vulnerable citizens relying on our staff that are underpaid, overworked, and in many cases – just not there. Most providers – Dawn of Hope included, tend to run from 15% to 20% vacancy in direct care staff even after we provided the largest salary increase, last January, in the history of our agency. The results of recruitment in the current high employment cycle have been minimal. We continue to have vacancies, resulting in increased cost due to overtime; high turnover due to the stress and rigors of working overtime; which leads to increased costs for training new staff as well as increased cost for recruiting staff. Many of our staffs have two jobs to survive.

Tennessee providers stepped up to assist Tennessee when the state's back was to the wall, mired in federal court orders to deinstitutionalize state run facilities. We provided community lives to many that had never experienced it before, and eventually after 20+ years – helped relieve the federal oversight. Now that the courts have gone away – Tennessee seems to be turning its back on the very providers that stepped forward 20 years ago. Let's hope the litigation is over as we might not be there next time.

*Continued on page 2*



Don't miss the  
30th Anniversary  
of the Golf Classic  
Monday, May 22nd at the  
Johnson City Country Club  
Details inside.....

## Special thanks to the Dawn of Hope Boards:

### OPERATIONS BOARD

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Donna Hopson, Shirley Hughes,

Valda Jones, Debbie Oler,

Jack Shaver, Brackton Smith,

Cheri Quick, Sterling Winn

## It's THAT TIME Again *continued*

What will the results of this be? First people served will see a decline in service. This is already occurring in the vacancy and turnover of staff. People with intellectual disabilities tend to prefer consistency – nothing really different from most of us. But when staff turnover, and substitute staff have to be utilized, quality of care suffers. The request from providers for additional funding is focused totally on increasing staff salaries by \$1.00 per hour. Currently the salary on which our rates are calculated (\$8.73 per hour) based on full time equivalent for a family of 3 - is below the poverty level by almost \$2,000.



In addition to addressing stagnant rates, we have recently become aware that the very rates we are attempting to see increased – TennCare is in process of submitting waiver amendments that will result in additional reductions in revenue for most providers.

Yes, it's that time again AND our backs to the wall again. At least it's almost Spring!

Hope springs eternal!\* (Alexander Pope)

\*Cambridge English Dictionary – definition.....*said when you continue to hope that something will happen, although it seems unlikely.*

TNCO will be proposing a budget amendment to address this issue later in the legislative session.

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*Welcome...* to our newest members of the Foundation Board of Trustees: Donna Hopson, Valda Jones, Jack Shaver and Brackton Smith.

### ORGANIZATION FACTS

P.O. Box 30  
Johnson City, TN 37605

**EXECUTIVE DIRECTOR**  
Lee Chase

**NEWSLETTER  
CONTRIBUTORS:**  
Lee Chase, Lisa Pawley  
and Peggy Williams

**ADMINISTRATIVE STAFF**  
Paula Bridges, *Director of  
Developmental Services*

Jon Cardwell, *Director of  
Vocational Services*

Ronnie Carr, *Director  
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Steve Cox, *Director  
of Personnel*

Shannon Haney, *Director of  
Operations*

Sharon Lloyd, *Director  
of Health Services*

Bobbi Love, *Director of  
Residential Services*

Lisa Pawley, *Director of Public  
Relations and Development*

Pam Sams-Cox, *Director of  
Quality Improvement and  
Compliance*



# Hope for the Holidays

**T**hank you for contributing to the Hope for the Holidays campaign. We raised more than \$4,000 which helped to make the 2016 holiday season merry and bright for more than 60 people we support. Your generosity brought smiles and laughter to those in need!

## Donations & Adoptions Made By:

Ronnie & Sandra Banner  
Judie & Banks Camak  
Wendi & John Carter  
Rodney & Margaret Conduff  
Andrew & Barbara Demski  
Michael Harris  
Donna Hopson  
Rob & Vickie Hungate  
Valda Jones  
Roger & Martha Kennedy  
William & Karen Miller  
Everett Miller  
Randy & Rebecca Moore

Richard & Brenda Myers  
Orebank Central Baptist Church  
George Privon  
Providence Academy  
6th Grade Class  
David & Cheri Quick  
Renasant Bank  
Jerry & Patsy Repass  
Rob & Rhonda Sampson  
Carol Scruggs  
Lynda Wexler  
Peggy Williams



## Thank you to our Community Partners!

A special thanks to Mark Reynolds from WJHL! Because of Mark's willingness & dedication to sharing his passion of weather with us at the Dawn of Hope, one gentleman's wish came true. This gentleman, William, wakes up in the morning eager to start his day with Mark's weather reports on the television. He knows that this sets the pace for the rest of his day and signals that soon he will be going to the Dawn of Hope Day Program. William, with the aid of his support staff, maintains his own weather forecast board at his Day Program which he proudly posts in the Hall for anyone interested in the day's weather. Mark's visit and receiving a "Shout Out" from him on air was a true treat! During his visit, Mark was also presented with a one-of-a-kind handmade card in celebration of National Weatherperson's Day (a day to honor all professionals in the fields of meteorology, weather forecasting, and broadcast meteorology). Thank you Mark and thank you William... Dawn of Hope's own professional weather person!



**Thank you**  
**Home Shopping Network**  
Thank you so much for the \$1,250 gift card which will help provide items for our upcoming fundraisers!



# TNDOT Grant

Tennessee Department of Transportation awards Dawn of Hope with \$65,948 through the 5310 Grant to purchase two additional transportation vans with manual lifts. Dawn of Hope provides transportation services for people supported to and from their homes, individual programs at the Dawn of Hope Developmental and Vocational Centers, Community Based Employment locations, various medical appointments, and any additional personal, community or family events. The transportation department provides services to Carter, Greene, Sullivan, Unicoi and Washington Counties; transporting more than 150 people per day and travelling an average of 18,000 miles per month. Thank you TNDOT!



## Be the change you wish to see...

Everyone has a desire to make a difference in their community including many of the people we support. The Developmental Day Program, in coordination with community businesses, provides supports to help people fulfill their personal desires by offering volunteer opportunities alongside fellow community members. From the multitude of options the men and women we support have chosen to help United Way by bagging groceries at Food City, assist local food pantries with boxing food items to be handed out to the hungry, and helping the Washington County Animal Shelter by ensuring the first impression of visitors is that of a clean, organized business.

*"Nothing teaches hope, kindness, courage, and compassion like helping others."*  
– Unknown



## A Happy Homestead....

Congratulations to Norman, Diane, and Carl, who kicked off the holiday season by participating and winning in a "Holiday Home Decorating Contest", promoted by the Dawn of Hope Residential Program.

Multiple community homes chose to compete against their fellow community members while transforming their homes for the 2016 Holiday season. With the support of their staff, home renters made personalized decorations and holiday displays throughout their homes. This was a time of fun and celebration as these fierce competitors did their part to light up their neighborhoods with Holiday Cheer!

The Dawn of Hope Residential Program provides support for 2-3 people renting 25 homes located throughout the community. Renters are provided 24-hour support services including nursing staff support as needed. Home repairs (appliance & structural) and care of the surrounding grounds are provided by the Dawn of Hope, Inc. Operations Division.



### Rental applications for Houses of Hope Residential Units

**3-bedroom handicap accessible group homes  
(36 rooms) available.**

*\*preferred eligibility for people with disabilities*

110 Golf Course Rd. • 3220 Unicoi Dr. • 4961 Unicoi Dr.  
4963 Unicoi Dr. • 4965 Unicoi Dr. • 4967 Unicoi Dr.  
1915 Powder Branch Rd. • 1913 Powder Branch Rd.  
119 Wild Rose Ln. • 115 Wild Roase Ln.  
106 Rhododendron Ln. • 205 Clemson Ct.

Applications available at Dawn of Hope  
500 E. Oakland Ave., Johnson City 37601  
or call (423) 434-5600 for an application.



### Go Paperless

Help us put more money into our programs! By receiving electronic communications in lieu of paper mail, you will help us save our resources for those who need it most!

Visit [www.dawnofhope.com](http://www.dawnofhope.com)  
and sign-up to receive newsletters and updates via email.



# Work, Play, Joy & Community



## Sharing the joy of the season!





## Thank you Milligan OT Students!

Dawn of Hope is proud to once again partner with Jil Smith and Milligan College Occupational Therapy students! This shared endeavor helps foster community relationships while meeting valuable needs of the people supported by the Dawn of Hope and the Milligan College OT students.

Each year the students bring fun and unique ideas to the people we support in the form of activities designed to improve skills which can be used for daily living, community involvement and employment.

This year's students created an amazing day packed with themed activities; Outer Space, Hoe Down, McDonalds, Cowboys & Native Americans, Zoo Carnival, NASCAR, TV Land, Take Me Out to the Ball Game, and Super Bowl. We are so blessed that these young community members spend quality time getting to know the people we support and becoming a part of this ever changing field. It is community members who are dedicated to making a difference like these students that helps foster a better understanding of what developing Community Relationships really means.



## Congratulations Franklin!

Franklin has achieved a lifelong dream by purchasing the car of his dreams. With the help of Shannon Haney, Director of Operations, he has become the proud owner of his first vehicle!



Visit [www.dawnofhope.com](http://www.dawnofhope.com) to make a difference today!





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# DAWN *of* HOPE WORKS.

Contact the Vocational Center at 423.434.5600 or visit [dawnofhope.com](http://dawnofhope.com) for more information.



*The Sunrise*

PO Box 30  
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Permit #140

## *Memorials*



Nella Jane Peterson  
6/6/37 – 12/24/16



Hayes Miller  
11/9/37 – 2/7/17