



orange grove center

annual report
2009 - 2010



recognizing...



supporting...



celebrating...



Teresa Jenkins

ON THE COVER

Tonya Clay,
Orange Grove Center's
"Person of the Year"

allies for life

Having finalized another successful year in the provision of care to individuals with developmental disabilities, while the nation's economic crisis continues to impact many elements of our system, we are thankful for a nation, state, and local community that value its citizens with disabilities. Although we have further taken austere measures to weather the financial climate which besets our nation and state, we continue to witness philanthropy in many sectors that make our survival possible.

The theme of this year's Founders' Day program is "Allies for Life." We will celebrate our 57 years of successful service to individuals with intellectual disabilities on the same day that our nation remembers a "day that shall live in infamy." Just as our nation pulled together in unparalleled adversity, our agency remains steadfast in its mission and will demonstrate our ability to "win through to victory."

The board of directors and management staff are acutely aware of the highly committed individuals through whom our services are provided. They enrich the lives of every individual that takes advantage of our services with their compassion, conscientious approach to care, and deliberate aim toward perfection. As is often relayed by our volunteers and staff, it is clear that their lives are vastly enriched through their service.



Dillard Edgemon

Dillard Edgemon | Board President, 2009-2010

Photography by Dennis Wilkes

Design by Leslie Smith, OGC Development and Public Relations



Kyle Hauth | Executive Director

There are many examples of how volunteers and staff members have performed heroically through their course of service. Board members devote untold portions of their lives to the perpetuation of Orange Grove's mission. Board members not only devote at least two days a month through committee meetings and board meetings, but also give of their personal finances in order to meet the financial needs of the agency.

Although we were sorry to see Avery Smith and Buddy Haile rotate off the board this year, we are honored by their service and vigilance to the work of their respective committees. We were also pleased to add Larry Cash to our honorary board member list as one who has made a lifelong commitment to the work of Orange Grove. Board members continue to evaluate, guide and structure our organization in legal matters, policy development, fund-raising endeavors, financial management, human resource coordination, information technology, facility and vehicle maintenance and operational initiatives.

The staff members who devote their life's work to Orange Grove deserve equal praise for their steadfast commitment to the people we serve. Each year, we pay homage to staff members who took actions which resulted in the saving of life and the myriad personnel actions which constitute performance above and beyond the call of duty. We recognize approximately 100 people and that's just the ones we know about. There are so many others who slip passed us because their dutiful responses to a day at "The Grove" are reflex actions.

When one staff member was recently honored for responding wisely to a potentially life threatening circumstance, his response was, "I just did what I was trained to do." Although his humility was clearly reflected in his statement, he also helped to pay proper respect to the training department which performs admirably day in and day out.

One of the best compliments we can receive, outside the opinions of the people we serve, is from the unbiased observer in the community. One of our staff members (Betty Bradford) was recently approached by a gentleman while she was shopping with one of the people we serve. He said that he had been observing the two of them and was most impressed with the manner in which she cared for and interacted with the person in her care. He said he wanted to contribute to a work so worthy of support and left her with a hundred dollar bill. His motivations were as pure as they come. He was not motivated by a tax write-off or recognition. He was a young man and undoubtedly had many fanciful dreams which would cause his money to leave his possession. However, a glance in our direction compelled him to join the effort. His actions spoke volumes in terms of Orange Grove's quality of care and its philosophy at work.

We wish that every person in our community in need of Orange Grove's services could obtain them. However, the economic circumstances of our state have caused a ghastly backlog of services. Unfortunately, there are a growing number of people on the waiting list and it is growing larger every day. Even though we must remain ever vigilant to the day-to-day care of the individuals currently in our system, it is also incumbent on us, and the government, to ensure that the service system matures and evolves to effectively respond to the exponential increase in demand for community services.

We pledge to continue voicing our suggestions as to how existing state resources could be reallocated by our primary funding source to create a more cost efficient system and remain steadfast to our mission.

adult services

Orange Grove Center continues to support more people with intellectual disabilities than any other provider agency in the state of Tennessee. Our services include:

adult comprehensive training (act)

147 recipients served in classroom settings

Focus is on providing appropriate and beneficial individualized programming in a safe and positive environment.

Emphasis is on vocational skills, daily living skills and the arts.

Individuals have the opportunity to participate in the Discovery Curriculum. Participation exposes individuals to a variety of new activities and potential interests, some of which could become the foundation of future volunteerism, employment or other community involvement.

The advent of themed classrooms has further enhanced opportunities for active engagement in novel activities and new environments. This year, participants have begun changing rooms throughout the day to offer optimal access to activities.

Community-based activities also supplement the programming to enhance the learning environment.

community supports

Supported Employment

Supported Employment supports clients who are interested in community work, by providing assessment, job development and job coaching. Accepts referrals from the Division of Rehabilitation Services.

School-to-Work Program

The transitional School-to-Work Program supports referrals from the Division of Rehabilitation Services to help job-ready individuals from area high schools who will graduate at the end of the year, or who have graduated and need help with skill building and job development. The transitional program includes work adjustment training, heavy equipment training (certificate), job readiness training and job placement services.

Community Enclaves

Group employment opportunities through contracts with community employers. Currently supports 107 clients in meaningful jobs located at various sites in the Chattanooga area. Enclaves include:

Chattanooga Bakery
Erlanger Hospital
Chambliss Children's Home
Memorial Hospital
Komatsu America Corporation
First Choice (mobile crew)

Tennessee Valley Authority
Camp Jordan
NHC HealthCare
Southern Champion Tray
CARTA / Incline Railway
UTC

Community enclaves also include, 11 recycling enclaves for the City of Chattanooga and the Town of Signal Mountain.

Community Participation

Community Participation exposes individuals to new life experiences and volunteering or work opportunities. This year, volunteer opportunities have been created with United Way, Nature Center, Meals on Wheels and Saint Barnabas.

Direct support staff help individuals with their needs and ensure a seamless transition into community activities. This includes utilizing various staffing ratios, providing ongoing follow-up, and taking a proactive approach to planning and problem-solving.





industrial training center (itc)

The Industrial Training Center is presently providing work for approximately 150 individuals daily.

Contract related matters:

- Started new e-recycling operation
- Procured one new contract and worked with 13 companies

Companies served:

- Columbus McKinnon (Dixie Industries)
- Georgia-Pacific
- Kiwanis Club
- Meri-Meals
- Norfolk Southern
- PSC
- Racemark International
- Rock Tenn
- Starkey Printing
- Suburban
- WNA
- Woodbridge
- 5R Processors

Contract revenue: \$162,090

ITC is always searching for partnerships with new community businesses. Quality, expertise and timeliness allow us to compete competitively among industry leaders.

personal assistance

Orange Grove Center's Personal Assistant Program provides service to 66 individuals who live at home with their families.

Personal Assistants help with community activities, food preparation and health and wellness issues. Our program continues to grow despite the budget restraints from the State of Tennessee. We expect great results from this program in the new fiscal year. The staff of 73 will continue to provide excellent care to those valuable people who are placed in our program.

recycling center

It has been a successful year at the John F. Germ Recycling Center. With this year's increase in curbside availability in Chattanooga; we have seen an increase in recyclable materials. One hundred and twenty people with intellectual disabilities have a job because of the partnership between Orange Grove Center and the City of Chattanooga. Sixteen of these individuals work part-time in community jobs, and this includes the 11 community enclaves we operate for Chattanooga and the Town of Signal Mountain.

This year, the Warner Park Recycling Convenience Center was closed for two months for construction to the Chattanooga Zoo. The city plans to renovate this convenience center in the upcoming year. New bins will be purchased and the oldest drop-off center will be brought up-to-date.

We serve 155 businesses through our Recycle Express program. This service provides weekly recycling collection to businesses and employs 12 individuals.

We began our document destruction program, "Better Shred than Read," on October 1, 2009. As Orange Grove Center's first federal NISH contract, we began servicing six government offices from Chattanooga to Nashville. During our first year of operation, we initiated service agreements with 59 other commercial companies. This program employs nine individuals.

We successfully completed audit reviews from NISH, Secure Document Alliance (SDA), the federal government and the National Association for Information and Destruction (NAID). We were recently awarded AAA certification from NAID. This is the elite certification that all document destruction professionals seek to obtain.

children's services

Ninety-five students received instruction, per their Individualized Education Programs (IEPs), by 12 certified special education teachers and one waiver teacher, with assistance from 33 paraprofessionals and two personal assistants.

Extensive services were provided to our students through Therapy Services: Speech, Occupational and Physical Therapies, School Nursing and Nutrition Departments.

All teachers provide IEP instruction, following the State of Tennessee, Department of Education's guidelines for the Tennessee Comprehensive Assessment Program (TCAP-ALT), as required by the Individuals with Disabilities Education Improvement Act (IDEIA) and the No Child Left Behind (NCLB) legislation for the third through eleventh grades. Instruction may include goals written in the areas of academics, prevocational/vocational, community integration, work-based learning, sensory, cognitive, daily living, gross and fine motor development, social/emotional and self-help skill development.

The School Department continues to receive state school approval from the Tennessee Department of Education. The school program maintains a positive working relationship with all six Local Education Agencies (LEAs) receiving student referrals from Hamilton, Catoosa, Dade, McMinn, Marion and Rhea counties.

Work-based learning program work sites in the community include Girls Preparatory School (GPS) through September, and Merimeals, Community Kitchen and Applebee's training sites.

The University of Tennessee at Chattanooga's Collaboration Course provided hands-on training for six UTC students within our classrooms and personal mentoring from their assigned teacher and other significant staff. Additional in-service training was provided on professionalism, ethics, instructional procedures, Universal Precautions, Supervision of Paraprofessionals, Behavior Supports, positioning, equipment and lifting procedures, development of an IEP, and the evaluation of the final case presentations.

This year's program included the selection of a new textbook with staff developing chapter quizzes to accompany the text. The course is designed for them to enhance their skills in Special Education, and to assist them with the necessary training to become special educators. Several former UTC Collaboration Course students have continued their careers as OGC teachers.

This year, Orange Grove Center was named a "Cool School" by WRCB Channel 3.

As a continuation of the autism spectrum disorder training sessions, six new individuals were chosen for ASD training group inclusion with Karen Weigle and Team Centers providing insight, consultation and training. In addition, several center-wide and departmental training sessions included such topics as, "Understanding Autism," "Understanding Autism: Assessment," "Understanding Depression in Children," "Bipolar Disorder in Children," "Behavioral Strategies for Persons with Developmental Disabilities," "Positive Behavioral Supports" and "Social Skills for Students with Autism."

Orange Grove continues to explore both evolving and novel educational approaches to the student on the autism spectrum; we are heavily invested in the pursuit of "evidence-based practices."

Nine students graduated from Children's Services. Eight students were funded through Hamilton County Schools, and one student from Catoosa County Schools. Each student was awarded a special education diploma.



day program nurses

The Day Program nurses provide services to all of Children's Services, as well as the medically fragile adults in ACT. These nurses manage the Sick Bay area, and serve as first responders for the Day Program.

The Day Program nurses staff six classrooms, a medication room, sick bay area and six buses. Three of the full-time nurses working in the Day Program are certified in Developmental Disabilities Nursing. Approximately, 3,000 skilled nursing contacts are made each month.

In addition to the routine responsibilities, the Day Program nurses accompany classrooms on outings away from the center. These outings include classroom field trips, vocational work sites and therapeutic riding. The Day Program nurses are instrumental in maintaining the medical portion of the ISPs, IEPs, Physical Status Reviews and Health Passports.

The Day Program nurses work closely with several colleges in the area, providing the nursing students with clinical exposure to the I/DD population. Nurses are a vital part of the success of the Day Program. When medical needs are met, individuals are able to participate to their fullest potential in their individual specific programs.



music

Orange Grove Chorus and Dancers presented over 20 public performances, including "Go!Fest" and "Christmas at the Courthouse."

The Rhythmic Arts Project (T.R.A.P.) was added as a weekly program, with 18 clients participating.

Monty Parks was selected by the Tennessee Board of Education, and the Tennessee Arts Commission as one of only 250 teachers to attend the 2010 Tennessee Arts Academy in Nashville, TN.

We provided music classes for over 300 clients from Children's, ACT and ITC Departments.

We welcomed Christine Mashburn-Paul, member of the Chattanooga Ballet, as our new dance instructor.

A fund was established to upgrade and expand the music program funded to honor the name, Sharon Thorn. Plans have been formulated to ensure the continuation of the program to be robust and inclusive.

We mourned the loss of music advocate, Debbie Hilbert. Her legacy will be memorialized in the expanded music room.



recreation

Recreation had a full regimen of activities over the year to include:

- Weekly gym and pool classes for all of Children's Services
- A new therapeutic riding program for Children's Services
- The nation's first special needs water ballet troupe
- Zumba classes
- Double G Camp (73 campers attended)
- Athletes, coaches, medical and dental staff invited to participate at the National Games in Nebraska
- Recipients participated in Special Olympics events:
 - 71 athletes - local bowling tournament
 - 84 athletes - local track and field competition
 - 16 athletes - local aquatics meet
 - 13 athletes - State Summer Games in track and field, aquatics and volleyball
 - 8 athletes - State volleyball tournament (placing third)
 - 10 athletes - Skiing and snowboarding at the State Winter Games
 - 16 athletes - Local basketball tournament (both teams placing third)
 - 16 athletes - State basketball tournament (first and third places)
- Holiday and seasonal dances: Summer, Halloween, Christmas, Valentine's and St. Patrick's Day

transportation

Transportation is currently operating with a staff consisting of: 24 CDL bus drivers, two mechanics, one fleet manager, one assistant coordinator, dispatcher/trainer, one coordinator, two van drivers and one bus assistant. Our part-time staff positions include: four van drivers and 13 regular assistants. All of our bus drivers successfully completed the TN Department of Safety School Bus Driver Training for 2010.

OGC Transportation maintains driver files on:

- 454 drivers who are on our insurance/approved driver's list
- 315 staff have completed Defensive Driving from January 2009 to December 2009
- 162 staff have completed Safe Driver training (includes WTORS, lift safety, pre-trip inspection, basic driving skills)
- All bus drivers successfully completed TN Department of Safety School Bus Driver Training. Bus Drivers completed approximately 16 hours of safety training.

Transportation currently operates 16 school bus routes and seven mini-bus/van routes. Presently, we are transporting 284 clients daily on our 27 regular door-to-door routes. Our route vehicles provide an average of 568 person trips each day. Fifty-eight of our bus passengers use wheelchairs. Two hundred and thirteen are adult passengers. During the 2009 calendar year, Transportation received 74 requests for service initiation or alteration (60 were accommodated, two are pending and 12 were canceled). During the 2009 calendar year, Transportation accommodated 3082 requests for field trips, vocational trips and community integration trips, and provided over 29,776 person trips for all of 2009.

OGC currently has 140 vehicles in its fleet. This total includes 28 buses, 59 vans, 23 mini-vans, 11 pick up trucks, 10 automobiles, six mini-buses, one straight truck, and two brush trucks. Fifty-three of our vehicles are lift equipped. Our fleet logged 1,509,427 miles in calendar year 2009, and 731,298 miles for the first six months of 2010. Twenty-five of OGC's buses were inspected by the Tennessee Department of Safety. All passed without a single citation.

OGC maintenance staff performed 382 preventive maintenance services in 2009. OGC mechanics accommodated over 1,561 requests for service (including PM's) during 2009. OGC's vehicle maintenance department consists of two mechanics and a fleet supervisor. Despite being woefully undermanned, our mechanics did a great job keeping vehicles available for client services. Our present ratio of vehicle per mechanics is 70/1. When vehicle equivalent units (VEUs) are considered, the ratio is even more overwhelming (289/2).

Through June 2010, Transportation has been busy with many operational and training projects. School Bus Mirror Training curriculum was initiated by OGC Transportation. OGC also initiated the Safety First Motorist Observation Program to help monitor the driving behavior of our drivers. Also OGC vehicles began using government license plates providing a significant monetary savings.

OGC Transportation has completed a full transition of our fueling system from Fuelman to Wright Express. The two-way radios for our school buses were upgraded. Vehicle maintenance data management system was also upgraded.



Staff Accomplishments

Denise Crosswhite attended Transporting Students with Disabilities and Pre-Schoolers Conference in Orlando, FL.

She completed Child Passenger Restraint Systems on School Buses (national training) and a radio system inservice conducted by Comet Tracker. She also completed an inservice regarding WexOnLine.

Tyrus Chislom attended the Tennessee Association for Pupil Transportation Conference in Pigeon Forge, TN.

He completed First Observer training administered by FEMA and the Transportation Security Administration (U.S. Department of Homeland Security). He was also re-certified as a Defensive Driver Instructor by the National Safety Council.

compliance and training

Compliance and Training has continued to support all programs to best meet the needs of the individuals served as well as meet all federal and state requirements. Training new staff is essential and all new employees received training through the College of Direct Support and additional comprehensive classroom training. Additional training as needed and annual refresher training was also provided for all staff.

We support our staff and honor them for jobs well done. Our annual "September To Remember" continues to offer staff a month filled with activities that are fun and that recognize them for their dedicated work. At the Founders' Day celebration, four staff were recognized for their outstanding response for providing lifesaving measures to our Individuals.

One response involved the removal of an individual from their home while they were bathing when flames were seen by staff coming from the exhaust system in the bathroom. The staff were quick in ensuring the individual's safety, calling 911, and using the fire extinguisher to stop the fire. The individual was safe and there was minimal damage to the home.

The Incident Management program continues to operate an excellent and proficient system of monitoring to provide the safest environment for all individuals. There is a commitment to timely, appropriate, and corrective actions to all incidents. Focus group meetings are held monthly to provide staff with an opportunity to share experiences and solutions to unique circumstances.

The April 2010 Quality Assurance Survey resulted in the agency receiving a Four-Star Performance Rating. In eight domain areas, the center received the highest rating possible. Orange Grove Center continues to maintain a close working relationship with other provider agencies and the Division of Intellectual Disabilities Services. We are committed to providing the most accurate and efficient services through the Discovery Curriculum and through electronic documentation.

The electronic Daily Note Exception Program has provided a means to ensure that daily notes are present each day but our staff have also developed a plan for viewing these notes and ensuring that all documentation is correct and that the notes reflect a meaningful



day for our Individuals. The monitoring of these notes has given us a ninety-four percent accuracy in our Industrial Training and Adult Comprehensive programs.

We have developed a program we call, "Just Right," where the Individual Support Plan is developed and finalized with all Circle of Support members present during the planning meeting and then is directly submitted to the Division of Intellectual Disabilities Services for approval. This ensures total understanding and agreement of the plan and ensures better quality of implementation. This project is completed and our goal is to expand this system to all individuals in the near future.

We are committed to working closely with families and continue to meet with them through the quarterly family meetings and we provide them many opportunities to express their needs and desires for their family members.

Compliance and Training is very committed to continued growth and improvement to our services, and has established a goal to obtain national accreditation within the next few years.

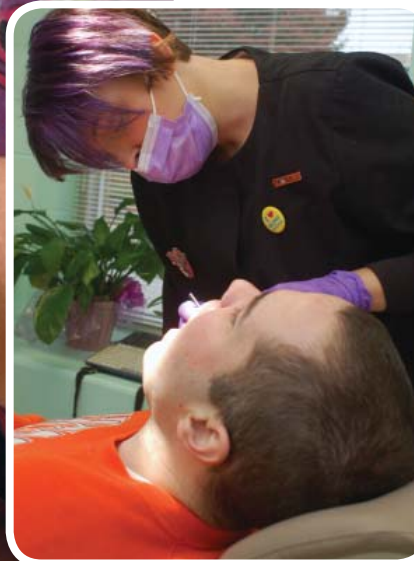


health care services

We welcomed Dr. Kristen Compton, who orchestrated the opening of our new Dental Services. Dr. Compton has the distinction of being one of only six dentists in the United States to receive post-graduate fellowship training in special needs dentistry. Project Open W.I.D.E., the expansion of Dental Services, was made possible by a grant from the Tennessee Council on Developmental Disabilities.

We have received donations from Dr. Mack Worthington, Blue Cross Blue Shield, Kiwanis Club of Chattanooga and Tennessee Valley Authority, which have enabled us to purchase three AEDs (automated external defibrillators), three metal cabinets, battery packs and external pads. These are critical instruments to have for life-threatening issues. The AEDs have been placed for medical access around different sites at the center.

We have also received a new donated DCS Vantage Analyzer Hemoglobin/A1c from the Siemens Corporation for detecting blood sugar averages for our diabetic patients.



Dr. Randall Brewer of Erlanger Behavioral Health has joined our team by coming on-site twice a month to provide psych services.

In May, we reached our highest mark of seeing 500 patients in our clinic. We give an average of 7000 meds a month in our med-room, schedule over 700 appointments both in and outside the clinic and transfer approximately 250 people to outside appointments.

We continue our efforts in educating the next generation of health care providers with internships, clerkships, rotations and tutorials for students across the country.

human resources

As in all human service endeavors our “humans” represent our greatest asset. The numbers demonstrate that not everyone called is chosen. Out of almost a thousand applicants less than two hundred were hired. It is due to this high level of selectivity that we continue to maintain a turnover rate below the national average; assuring both continuity of care and bonds of trust.

Our belief that a healthy workforce is an effective workforce led to our creation of our Workplace Wellness Program. Now in its second year the program strives to encourage teamwork, enhance health awareness, proactive lifestyles and the provision of a safe, supportive environment.

Our commitment to a healthy workforce is exhibited in our free biometric incentive program. Employees receive free testing of blood pressure, body mass index, cholesterol levels and nicotine use. Those employees with healthy profiles receive premium discounts on their health insurance payments; while those with suboptimal measures receive lifestyle coaching aimed at improved outcomes.

The statistics are used to help design, implement and evaluate health improvement programs. Examples of programs emanating from evaluating staff biometrics include a wellness fair, walking program, healthy cooking classes, Weight Watchers group, tai chi instruction and ongoing Lunch N’ Learn health related seminars.

Our periodic work fairs held at Orange Grove continue to introduce the opportunities, rewards and challenges of human services to our community. This has been the initial introduction to supporting individuals with intellectual and developmental disabilities as a life long career choice for many of our most distinguished direct support staff.



workplace wellness

A Workplace Wellness Program has been implemented. As a result, the following activities have been offered:

A wellness fair was conducted in November, with over 50 vendors participating.

Over 250 employees received an updated TB skin test.

A walking program began with over 150 participants for the first quarter. There were 50 for the second quarter.

“Lunch and Learn” sessions have begun with several sponsors.

“Weight Watchers at Work” and weekly wellness trivia questions, with prizes, are ongoing. There

were 25 participants for the first quarter and ten for the second.

Tai Chi classes were conducted.

The volunteer program was able to place seven volunteers, from the Families First Program, in group homes. These positions will enable the volunteers to have the option of being hired. This will be contingent upon the volunteer being a good fit with the clients and if they properly perform all job duties.

OGC has six slots for Foster Grandparents. Three of them have retired. One has been added. Two have been interviewed.

Photo by Leslie Smith

acknowledgements

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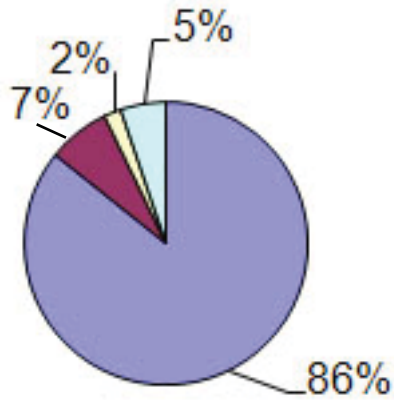


Kiwanis Club of Chattanooga presented a check for the purchase of Automated External Defibrillators to Children's Services.

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 Douglas G. Warner
 Douglas W. Warwick
 Wear Solutions, LLC
 Allison S. Webb
 Edna K. Weekley
 Blair Weigel
 Morris Weinberg
 Weldon F. Osbourne Foundation, Inc.
 Trey White
 Madeleine W. Whitten
 Robert B. Wilensky
 Anne M. Wilkins
 Claude Williams
 Morris L. Williams
 Vance L. Wilson
 J. M. Worthington
 William A. Wynot
 David J. Yanik
 Brewster L. Yates

financial highlights

Revenue Actual



Government
29,009,721

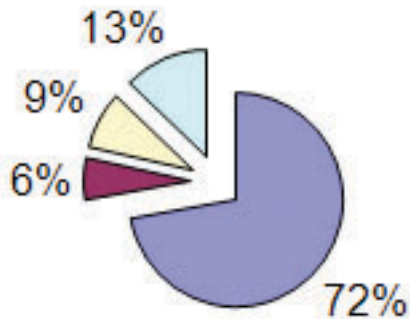
Fees
2,400,538

Contributions
665,468

Workshop
1,761,097



Expense Actual

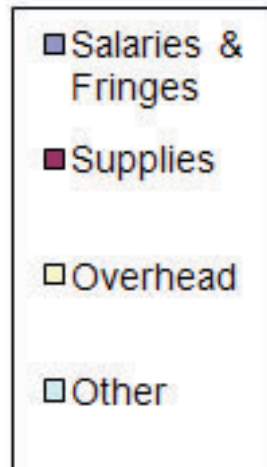


Salaries & Fringes
24,213,774

Supplies
2,118,326

Overhead
2,909,063

Other
4,301,823



"This program is funded (in part) by the Tennessee Division of Intellectual Disability Services, Tennessee Department of Health, Tennessee Division of Rehabilitation Services, United Way of Hamilton County, Hamilton County Government, USDA, TDOT, Tennessee Council on Developmental Disabilities and many private contributors."

Under Title VI of the Civil Rights Act of 1964, federal law protects individuals from discrimination. Facilities, programs and services sponsored by Orange Grove Center are available to all eligible persons regardless of race, color, national origin, age, sex or disability.

Person of the Year...



tonya clay



Tonya Clay enrolled in OGC's school program in 1978 at the age of six. Tonya entered the ICF residential program, living at the Glenwood residence in January 1994.

Tonya reveals that her life changed dramatically when she received her first head joystick control power wheelchair. Prior to this, she had been totally dependent on others for her mobility. She has honed her driving skills and now travels freely through OGC, her home and the community. It is amazing to watch her maneuver through narrow doorways. Her therapists relate, "She can turn that chair on a dime."

She is also very much aware of the mechanical operation of her wheelchair, and will contact support staff if she finds a problem and even can tell them how to fix it in many instances.

Tonya is a formidable sales person, generating money for class projects. She has keen observation skills and communicates pertinent information to staff no matter the issue.

Of all of Tonya's accomplishments, she is the voice and protector of those individuals who are most vulnerable - those who have no way or very limited abilities to communicate their needs or fears. This last year, Tonya literally saved one of her housemates from what could have been a life threatening situation. She has the admiration of all those who support her every day.

For several years Tonya has requested to move to a new and smaller home. Her dream is soon to be a reality. In April of 2011, Tonya will move to her dream home in the community.

morton j. kent habilitation center

Established in 1994 as the center's primary research, innovation and program development generator, the "Hab Center" continues to impact on both in-house and national issues.

While it may not receive the splash that other projects involving the Hab Center enjoy, one of our most fundamental (and daily) features is our "research desk."

We provide teachers, clinicians, therapists, parents, educators and trainers (both in and out of the center) with requested research and information on over 6,000 rare disorders, evolving therapies, the law, ethics, best practices and statistics and data related to both individual clients as well as populations and groups. We provide both profiles and entire portfolios on subjects ranging from Autism to Zellweger Syndrome.

Other activities in our portfolio include working with the U. S. Department of Health and Human Services to get people with intellectual and developmental disabilities formally recognized as a "medically underserved population" among other programs designed to enrich the lives of our clients at Orange Grove and across the country.

The Habilitation Center has been tapped by the Tennessee Department of Intellectual and Developmental Disabilities in planning and evaluating novel approaches to health care delivery.

Included in the innovations portfolio are special projects in multi-sensory environments, EmFinders technology for locating lost clients, and crisis intervention training for law enforcement and personnel.

The Habilitation Center was recognized as the city's foremost center of innovation by WTCI with the coveted "Be More Award."



nutrition services

Nutrition Services serves approximately 550 meals per day. Additionally, we provide catering services and picnic lunches to classrooms for outings. Our meals are customized to meet the dietary and texture needs for each client.

There are four serving lines: main cafeteria, therapeutic dining area, recycling center kitchen, and À La Carte. The department consists of 15 kitchen and two administrative staff.

Monthly, we cater an average of 12 meetings. Annually, this department provides food services for Breakfast for Champions, United Way department meetings, the United Way Leadership Breakfast, the Staff Appreciation Cookout and the Fall Festival.

Funding is provided by the School Nutrition Program and the Child and Adult Care Food Program.

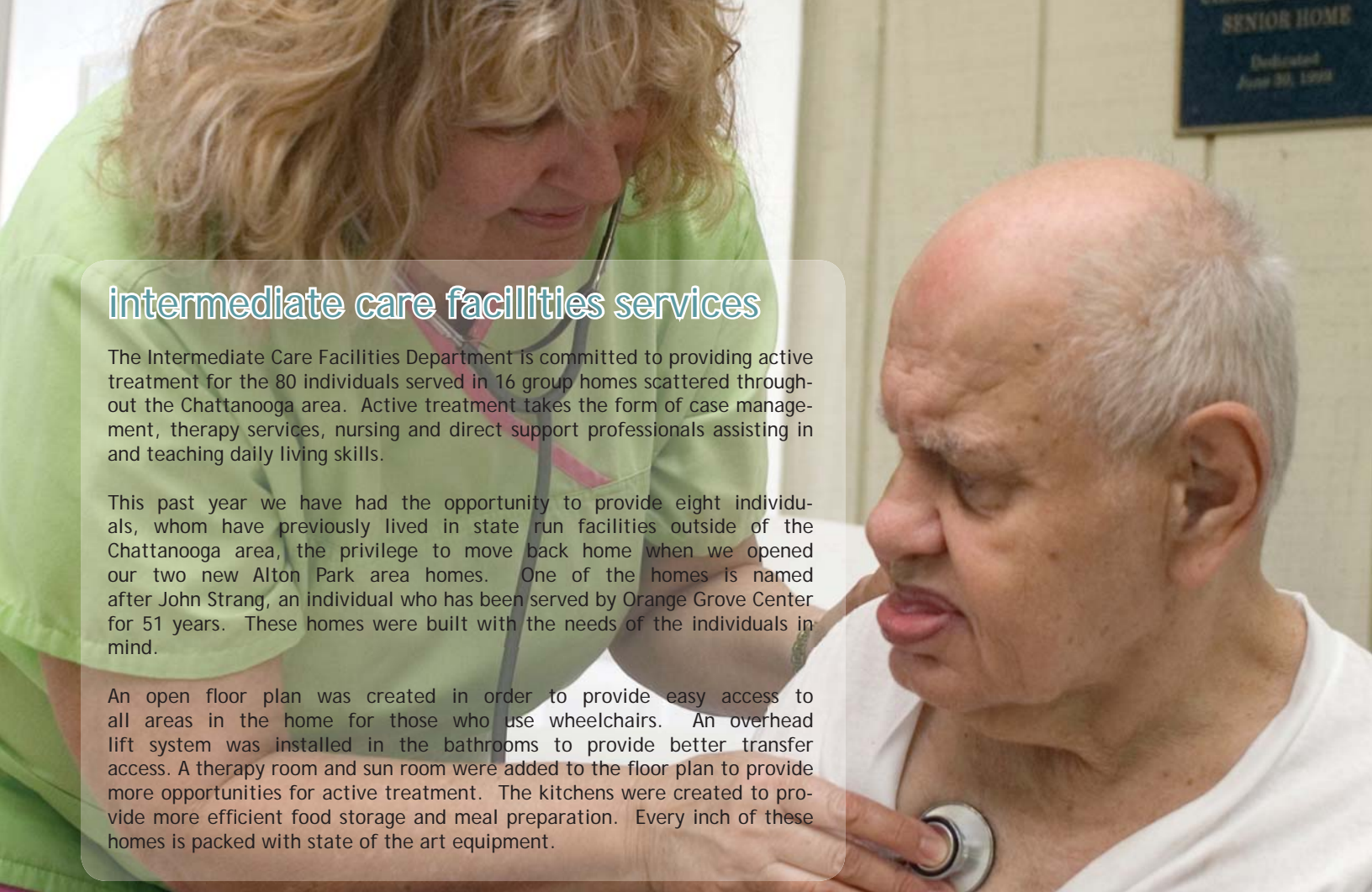
Bi-Annual Health Inspection Scores

Main kitchen:
95 and 96

Recycling kitchen:
97 and 97

Total meals: 121,161
Total income: \$228,207





intermediate care facilities services

The Intermediate Care Facilities Department is committed to providing active treatment for the 80 individuals served in 16 group homes scattered throughout the Chattanooga area. Active treatment takes the form of case management, therapy services, nursing and direct support professionals assisting in and teaching daily living skills.

This past year we have had the opportunity to provide eight individuals, whom have previously lived in state run facilities outside of the Chattanooga area, the privilege to move back home when we opened our two new Alton Park area homes. One of the homes is named after John Strang, an individual who has been served by Orange Grove Center for 51 years. These homes were built with the needs of the individuals in mind.

An open floor plan was created in order to provide easy access to all areas in the home for those who use wheelchairs. An overhead lift system was installed in the bathrooms to provide better transfer access. A therapy room and sun room were added to the floor plan to provide more opportunities for active treatment. The kitchens were created to provide more efficient food storage and meal preparation. Every inch of these homes is packed with state of the art equipment.

residential habilitation

This past year has seen the scope of the support in eight of the homes expand to allow the option of aging in place. These homes were already accessible, but with the addition of the sprinkler systems the evacuation time and safety margin were increased. This factor has contributed to a reduction in our vacancy rate as individuals who no longer can self evacuate can remain in Res Hab homes.

We have also been able to provide emergency support to three individuals who reside within the greater Chattanooga area who were in dire need of support. The Residential staff's ability to embrace a new admission and provide the nurturing and support needed to be successful is phenomenal.

We have collaborated with the YMCA Y-CAP program for children at risk on a garden project at the Main Street homes. They have turned the back of the property into a sustainable garden all while forging friendships, producing great vegetables and learning the value of diversity.

Residential Services coordinated with the United States Census Bureau to be sure all people who live at OGC were counted in this year's Census. Enumerators from the Nashville field office visited OGC.

supported living

Supported Living assists individuals to lease their own home in the community. We are funded by the division of intellectual services to provide staffing support for the individuals. Currently, we are serving 36 individuals in 23 homes throughout the Chattanooga area. We offer three models of support depending on the individuals' level of need. We have the traditional live-in manager, an off-site team leader model and our newest endeavor is a seven on/seven off model.



Supported Living homes support one to three individuals in a more individualized program. We support several individuals who have severe challenging behaviors who cannot reside with others or in a larger setting. This year, we have begun working with the intensive consultation team from the division to assist us in continuing to support these individuals in a community setting.

Supported Living has the support and assistance from a team of nurses. This year, we were able to add an RN who is based in the Supported Living building to complete the ongoing nursing oversight for our more intense individuals.

We now have Orange Grove vehicles in 14 Supported Living sites. Our goal is by 2012 to have OGC vehicles in all Supported Living sites.

Individuals in Supported Living enjoy numerous activities and events throughout the year. We offer an annual Halloween party at Greenway Farms. Also, the individuals enjoy the numerous parties sponsored by organizations throughout the city for people who are supported by Orange Grove. We have several individuals who enjoy Double G Camp. A few of them enjoy the full overnight week-long experience, but the Recreation Department offers a "day camp" alternative for individuals who cannot stay overnight and would otherwise miss out on the camp experience.

therapy services

Professional expertise is in no short supply in the Therapy Services department at Orange Grove Center. We are very fortunate to have highly trained physical therapists, physical therapy assistants, occupational therapists, occupational therapy assistants and speech language pathologists. Many of the therapy experts have advanced training in neurodevelopment evaluation and treatment, multi-sensory environments, and augmentative communication. Their unique approach to client care is provided every day with the total care of the client as their focus.

Therapeutic activities that enhance performance in the classroom as well as the home and community are considered and discussed with the family and OGC team. Therapeutic equipment recommended by the therapy team is an integral part of the client's life at school and at home, often helping a child achieve standing for the first time or communicating through a high tech voice output device. As a result of occupational therapy intervention, many clients benefit from experiencing multi-sensory environments tailored to meet their unique sensory diets.



The therapists are able to pass along to direct care staff and families the training they need to support the clients through many daily activities. Clients enjoy the benefits of the three hydrotherapy pools which offer relaxation as well as the opportunity to perform skills such as walking without the hindrance of gravity. As part of awareness of special population needs, the speech language pathologist often schedules and attends swallow studies which are radiographic pictures of the swallowing process.

Mealtime preparation of food textures and consistencies for the client may be adjusted based on that assessment. Client health and safety is always first and it is not unusual to see a therapist climbing on a bus or van as part of that "total approach" in providing care to check the client's position in their wheelchair while being transported. Multiple clinics are offered at OGC so that clients can be assessed in a familiar environment. Custom seating systems are constantly being designed by this therapeutic team.

Therapy Services at Orange Grove are all inclusive, and available to clients other than those that attend the center based on referrals.

board of directors, 2009-2010



administrative staff, 2009-2010

Front row (left to right): Bev Witt, Director of ICF/MR and Therapy Services; Lynn Porter, Director of Health Care Services; Carla Walker, Director of Human Resources; and Janet Brewer, Director of Fiscal Services.

Back row (left to right): Dr. Kristin Compton, Director of the OGC Dental Clinic; Ruth Toon, Director of Residential Habilitation; Dr. Rick Rader, Director of the Morton J. Kent Habilitation Center; Gail Walker, Director of Supported Living; Jenny Foster, Director of Compliance and Training; Tera Roberts, Director of Adult Services; Kyle Hauth, Executive Director; Dianne Aytes, Deputy Director; and Darcy Owens, Director of Children's Services.



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Janet Strang

*Denotes board members whose service has ended



orange grove center

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