



# NEWSLETTER

[www.tlcsupportedliving.com](http://www.tlcsupportedliving.com)

888-637-9744

## What's New at TLC

**Quality Management Plan** - Also in the headlines is the development and rollout of the Quality Management Plan (QMP) roll out. The Managers, Residential Coordinators and Leads were trained in June 2011. You should be seeing a copy of the QMP books in all of the homes, DTA and VOC. Please take time to read them so that you will be informed and involved. Thanks for your participation in the training!

**Employee Surveys** - We DO want to hear from YOU! if you haven't filled out an Employee Survey that was in the payroll envelopes, please pick one up from DTA.

## Coming Events

Friday, July 22 8:30PM Movies at the Park at Show Low Aquatics Center "Open Season"

Saturday, July 23 Snowflake Pioneer Days and the 12th Annual Car Show

Tuesday, July 26 Pot Luck at DTA 6-8PM.

For additional Events please check website: [www.tlcsupportedliving.com](http://www.tlcsupportedliving.com)

## Job Opportunities *Join our Team! Make a difference....*

We are currently looking for the following positions:

- Residential Instructors for Group Homes, FT and PT.
- Lead Residential Instructors, Full-Time

For more information contact Caroline Eck at [caroline.eck@TLCSupportedLiving.com](mailto:caroline.eck@TLCSupportedLiving.com) or 928 358 9190.

Please fill out a Lateral Transfer form and fax to 1-888-398-3006 for consideration.

Dear TLC Clients, Guardians and Staff,

We are excited to introduce the TLC Newsletter. Feel free to forward your ideas, express your interest in topics you would like us to cover or provide any information you feel would benefit our community and peers.

To Your Success, The TLC Staff

## GETTING TO KNOW THE STAFF

**Douglas J. Kaplan**, President & CEO

**Pamela Stephens**, COO & General Manager

**Ari Velez**, Director of Finance

**Ernest Dale**, Director of ADH Services

**Laura Singleton**, Admin. Manager

**Nilsa Perez**, Adult Services & Program Administrator

**Maria Anderson**, Q/A Residential Manager

**Debbie Softley**, Med Manager

**Caroline Eck**, HR Coordinator

## WELCOME OUR NEW TLC STAFF

We would like introduce some changes and new employees. **Ernest Dale** is our new ADH Director. He comes to us from the Division of Developmental Disabilities and brings much experience in social services, DD, Quality Assurance and Agency regulations. If you have questions or are interested in becoming an ADH Provider, please contact him at 928-537-9744 or 480-389-8998 [ernest.dale@tlcsupportedliving.com](mailto:ernest.dale@tlcsupportedliving.com)

**Caroline Eck** is our new HR Coordinator. She comes to us from the Show Low Chamber of Commerce so she is helping increase awareness about TLC in our community.

As HR Coordinator she is also responsible for Advertising, Recruiting, Training and Human Resources needs. You can contact her at [caroline.eck@TLCSupportedLiving.com](mailto:caroline.eck@TLCSupportedLiving.com) Please welcome her to the team!

Also welcome **Patricia Day** in the Show Low office. She is the new Administrative Coordinator. She comes with several years administrative, customer service and management experience in the restaurant business. You can reach her at [patricia.day@tlcsupportedliving.com](mailto:patricia.day@tlcsupportedliving.com)