TRANSITIONAL SERVICES INC.

QUALITY TIME WITH TSI

Newsletter of the TSI Quality Department

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Computer Backups

Organizational data surrounds us each work day. As you do tasks related to your job, you generate new data. This data could be private health information related to a Person Served. It could be reports you have written. It could also be something such as the time punches for your hours worked.

All data is stored on the agency's servers and regular computer backups keep...

Triumphs, Successes, Innovations!

Every department at TSI has a SMART Goal. They are ventures that the person initiating the project feels will help our Persons Served, make work easier or improve a process. This space is reserved for highlighting SMART Goal successes big and small from all around our organization. This month, we showcase:

Human Resources:

Goal: "Improve the Applicant Tracking System"

Why: Information on open positions was scattered in 4 different places making it difficult to ensure every qualified person was being interviewed and hired. With the Covid pandemic impacting the candidate pool, access to this information was critical!

Metrics: This project was measured as a percentage based on completion of five steps. 1. explore the capabilities of the Paycom software. 2. Migrate all applicant information to the system. 3. Train everyone in the department on the software. 4. Develop Reports. 5. Write Standard Operating Procedures.

Outcomes: Today, the project is 80% complete. Not only are all applicants tracked, but other benefits have surfaced as well. **Judy, Ron, Laura** and new team member, **Aimee** have identified opportunities for additional applicant sources and have begun developing relationships. They also know which resources yield the most qualified applicants and are mining these locations. Hiring has increased! Writing Standard Operating Procedures will complete the project. SOP's capture the knowledge gained from this venture for the benefit of our organization.

And the Winner is…
Name The Newsletter Contest.

Congratulations to **Jonnie Hicks** who submitted the winning entry for the Name the Newsletter Contest! Johnnie's entry was chosen by the Board from 27 suggestions. She received an edible flower arrangement for the name, "Quality Time with TSI".

Honorable Mention goes to **Todd Daniels** for "Triumphs, Successes, Innovations" and **John Lavender** for "Our Voices". These submissions will be used as section headings.
Thank you to all who submitted ideas!

Computer back ups continued...

it safe. All backups are done "behind the scenes" and are therefore invisible to most staff members. It is easy to wonder if they are being done at all!

YES! backups are done! In fact, all processes in the company are backed-up daily during a period when work activity is slow. Additional protection of company data occurs offsite where a second backup is stored as insurance against disaster… a kind of back-up to the backup. All backup work performed is monitored for completeness and accuracy. Reports are generated regularly.

The way you store your work is important to the security of your data and to the smooth functioning of the backup system. Here are a few hints to keep data safe:

1. Save your work using the company approved methods and locations. 2. Follow company password protocols. 3. Do NOT store sensitive data to the desktop of your laptop as that puts data at risk if that laptop is ever stolen. These actions keep your work safe and allow the backup system to do its job. THANK YOU!

Quality Toolbox

Check Lists

Have you ever made a "To Do List" or used a shopping list? If you have, then you know how useful these lists can be to help you plan your weekend, or to jog your memory at the grocery store.

Check Lists can be useful at work, too. If you need to put several key topics into a service plan, progress note, or review, keep a checklist handy while you are writing. You will then be able to review your work to see that you covered everything. You are a busy professional. Checklists keep your work orderly and on track!

"Decorating the Halls at Longo". Thank you to Guy Hurt for submitting this photo! Got a photo to share? Email it to Judith Brandau in Quality.