

In Good Company

The Good News in Home & Personal Care

Summer 2009



Our New Look

You may have noticed the new look of our newsletters, and our recently updated logo. We are undergoing an update of all of our printed materials, including our brochures. We are excited to bring this new look to our business as we grow and expand. Please let us know what you think. If you'd like us to drop by one or more of our new brochures we are happy to do so.

Caregiver Spotlight: *Vilmer*



Mrs. S. moved from her home of many years into an apartment at an Independent Living facility a little over one year ago. Vilmer was instrumental in making that a smooth transition, and she has been working over 40 hours per week with Mrs. S. ever since. Vilmer's caregiving is noteworthy for her warmth, dignity and respect for her client. Because of Vilmer's attention to detail, Mrs. S. maintains an independent and vital life.

Vilmer has given up her free time to travel around the country with her Mrs. S. to family functions and on vacations. This ensures that Mrs. S. is able to maintain her important relationships and lifestyle. Vilmer often communicates with Mrs. S.'s son, who has shared with us how much he adores Vilmer.

Vilmer has never missed a day of work, and handles any schedule changes with plenty of advance notice, and consistently delivers excellent care. She has earned the highest level of respect from Mrs. S. and her family, and of course the management team at CFL. Congratulations Vilmer and we look forward to your continued success!

Kathy J. Greenlee Sworn-in as U.S. Assistant Secretary for Aging

The Administration on Aging (AoA) announced that on Thursday, Monday, June 29, 2009, Kathy J. Greenlee was sworn-in by Department of Health and Human Services Secretary, Kathleen Sebelius. She was nominated by President Barack Obama on May 4, 2009 and was unanimously confirmed by the United States Senate as the 4th Assistant Secretary for Aging at the Department of Health and Human Services on June 25, 2009.

Ms. Greenlee served as Kansas'

Secretary of Aging, heading a cabinet-level agency whose mission is to promote the security, dignity and independence of Kansas seniors. KDOA is responsible for administration of Older Americans Act programs, distribution of Medicaid long-term care payments and regulation of nursing home licensure and survey processes. Greenlee had previously served as the State Long-Term Care

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Kathy J. Greenlee

Sworn-in *continued from front*

Ombudsman in Kansas, as well as the state's Assistant Secretary of Aging, with the responsibilities of legislative liaison and chief budget officer.

As Assistant Secretary of Aging, Greenlee served as general counsel at the Kansas Insurance Department (KID). During her tenure at KID, she led the team of regulators who evaluated the proposed sale of Blue Cross/Blue Shield of Kansas. While there, she also oversaw the Senior Health Insurance Counseling for Kansas program, more commonly known as SHICK. That program is now part of the Department on Aging.

Kathy Greenlee recently served on the board of the National Association of State Units on Aging (NASUA). NASUA represents the nation's 56 officially designated state and territorial agencies on aging.

Ms. Greenlee is a graduate of the University of Kansas with degrees in business administration and law.

Ms. Greenlee has vast experience advancing and promoting the health and independence of older Americans. *(Reprinted from www.aoa.gov)*

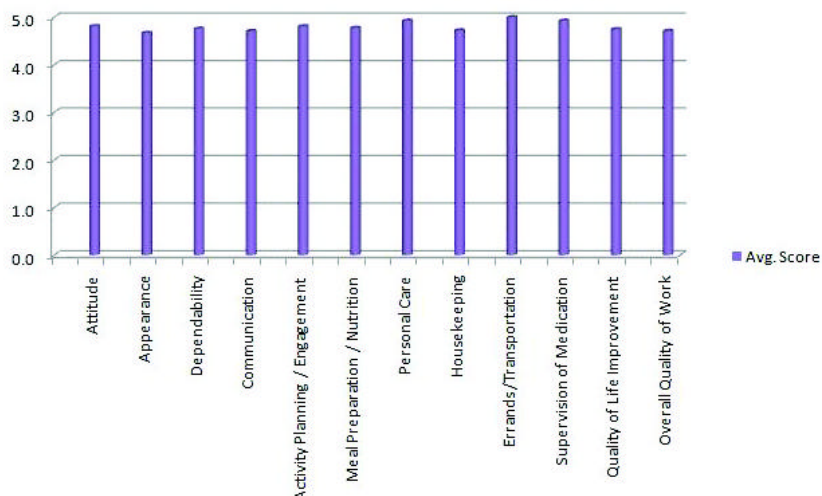
The Results Are In!

As we approach our fourth anniversary at the end of the summer, we are excited to announce our most recent quality scores! The results are in, and they are very exciting. Overall, our scores have improved .3% from where they were one year ago.

The survey was conducted by telephone or in person with each of our clients, and 95% of our clients responded. Scores were tallied on a 1-5 scale where 1 = Poor and 5 = Excellent. We are happy to report that overall we scored 4.8 out of 5, meaning that our clients feel that the Caregivers at Companions for Living are almost perfect!

Most exciting to us and the reason that we are in business is that our clients have rated us with a 4.8 in **excellence in their quality of life improvement**. Our intention is always to provide the highest quality homecare services possible, and we will strive for 5s across the board in our next quality survey. Thank you to all our clients for taking the time to give us your feedback, and most especially, thank you to all of our caregivers for performing your work so well!

Overall Averages by Category



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