



PRIDE, DIGNITY, INDEPENDENCE

**Progressive Directions,
Inc.**

2003 Annual Report

Progressive Directions Inc. has had many changes set into motion this past year. To meet the needs of the individuals we serve in Dover and Clarksville, we embarked on two new major building projects. We broke ground on an addition that would more than double our Stewart County Center and purchased a new building and renovated it to serve as our Montgomery County Day Center.

The agency also addressed the ever growing need for transportation services with a fleet purchase of 10 additional vehicles - 6 mini-vans, 3 sedans and 1 wheelchair lift van. These vehicles replaced older models that had many miles on them.

We set a program in place to assist in managing our Residential Services Program with the addition of an On Call Specialist; Hired a contracted RN to assist in conducting training for our staff; and reviewed/revised several of our in-house forms to better reflect the needs and health condition of the individuals we serve.

We continue to work towards Accreditation through The Council's Quality Consortium. PDI's Conductor's Club is active in tracking the quality of services provided to the individuals we serve through collection of data as well as tracking the progress of achieving the goals set forth for us by The Council. PDI is still one of the only agencies in Tennessee that is currently working towards accreditation.

The agency has also added five new supportive living homes to meet the needs of those that we serve. The agency continues to look for ways to improve the lives of the individuals we serve. We do this by daily focusing on our mission statement PRIDE, DIGNITY and INDEPENDENCE for all we serve.