

2004 Annual Report



PRIDE, DIGNITY, INDEPENDENCE

**Progressive Directions,
Inc.**

In 2004 Progressive Directions Inc. more than doubled the size of our Day Services Center in Dover Tennessee and completely renovated a new building for our Day Center in Clarksville Tennessee. We used the feedback from parent/family workgroup meetings we held to create Day Centers in both communities that address the unique needs of the individuals we serve.

The agency continued to revise and review the need for reliable transportation within our program. The 15 passenger vans that had been the hallmark for agencies serving individuals with mental retardation are gradually being replaced with smaller more safe and economical vehicles.

PDI continued to look for ways to best utilize our Management Team as well as our Direct Care Staff. We further honed the Residential Component of the Agency with the addition of Weekend Residential Supervisors Staff and plan on implementing a House Manager/POD Matrix by the end of Q105.

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 opened 5 new supported living homes in 2004 and added 8 new Day Services Clients. With the State of Tennessee poised to settle several pending lawsuits we expect to see this influx of new consumer continue and quite likely increase. We focus daily on improving the services and supports we offer by incorporating our mission statement PRIDE, DIGNITY and INDEPENDENCE in all that we do.