

MTC NEWS & PROGRAM UPDATES

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GOOD THINGS ARE COMING SOON!

Hello Conquerors,

We would like to kick off the new quarter with reemphasizing what our goals and strategies are for the year 2011. Ultimately, it is our goal to raise performance and "quality" in all areas of this organization. Client and employee satisfaction is the key to improving quality and strengthening performance. We at More Than Conquerors believe that if the employees feel appreciated, then we will simultaneously achieve client satisfaction as well. Our goal is to create an environment that is the best place to live and the best place to work.

We strive to provide new and improved training in order to keep the staff up to

date on the best techniques to add a personal touch to every aspect of the treatment process for all clients and families we serve. Our intention is to increase positive outcomes for everyone affiliated with our company. It is also our intention to become more involved with community projects and create a few of our own. Ultimately, we strive to live up to our powerful name, regardless of the economic situation.

Although, funding has been cut, we try to come up with creative ways to ensure that our staff and clients feel appreciated. We have implemented a staff incentive program which consists of



More Than Conquerors, "A Place Where strength and freedom win, and limitations are defeated!"

rewards when outstanding job performance has been achieved. Staff are rewarded several times a year with gift cards. Personal notes of appreciation are written on their check stubs every pay period, about specific things we appreciate that they have contributed to the company. Staff and clients will receive rewards on a

INCENTIVES CONTINUED

Quarterly basis. Clients will be rewarded for achieving behavioral goals and for improvement manifested with their daily living skills. Also we take pride in the way the home looks inside and out. Any maintenance issues are usually repaired

within 24 hours of the occurrence. Rewards will also be given for those who maintain our property. A big thanks goes out to Noe Flores for keeping our maintenance issues in compliance. Our strategic and technol-

ogy plan for the next 2-3 years will be coming soon for review from our staff, clients, parents, and other stakeholders who are directly and indirectly involved with our company. Indeed, we always welcome your feedback to help us excel.

Conquerors

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Food for Thought:

- GOD is Mmm-mmm GOOD!
- Tell someone close to you that you love them.
- Smile as much as you can, frowning speeds up the aging process.
- Forgive, it drives your enemies crazy!