

**TIRED OF ALWAYS FIXING AND MAINTAINING YOUR OLD CAR?
DO YOU HAVE A BOAT OR RV TAKING UP SPACE IN YOUR DRIVEWAY?
PLEASE CONSIDER DONATING THEM TO HELP RRA!**



You can donate online (24/7) by going to www.rraga.org and following the link to the National Vehicle Donation site. Or call them directly at 1.800.939.3235. Your phone call will be taken between 8:00 am and 8:00 pm EST, Monday through Friday and between 8:30 am and 2:30 pm on Saturdays.

Is your vehicle's value over \$10,000? Please call the RRA office first at 770.664.4347.

Program Benefits:

- Free pick up and free towing nationwide.
- Fully licensed and insured.
- Maximizes the value of your donation to RRA Foundation.
- Your donation may be tax deductible (the applicable IRS definition can be found in IRS Publication 4302. www.irs.gov/pub/irs-pdf/p4302.pdf)
- A quick and easy way of disposing of vehicles that are no longer needed.
- All types of vehicles accepted including autos, boats/yachts, trucks, sport utility vehicles, motor homes, and airplanes
- Donate on-line 24 hours a day.

To donate on-line, go to www.rraga.org and click on the link to **Giving to RRA** and then click on **Online Automobile Donations**.

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WINTER 2007

choices!

Affirming the unique and intrinsic worth of adults with developmental disabilities, RRA supports choices made by those we serve, so they are empowered to lead the lives they desire.



ALL WE CAN SAY IS...WOW!

By Sheryl Sterling, Director of Quality Improvement and Staff Development



those attached to tubes and machines.

These two events really got Seth Quick, Cathy's Coordinator of Support Services at the time and Jessamy Anderson, her Support Manager thinking about volunteer opportunities for Cathy that would include both these interests. Mrs. Curtis recommended Hope House, a respite program for medically fragile children located in Cathy's community. Seth got on the phone to Karen Stephens, Volunteer Coordinator at Hope House and a meeting was set up with Cathy, Jessamy, and Seth to find out how Cathy could begin

WOW Award Recipients are: Cathy Curtis and Regina Hubbard as well as RRA Staff Members: Jessamy Anderson, Sylvia Flockhart, and Seth Quick

to volunteer on a regular basis. Once they knew it could happen, they planned along with Sylvia Flockhart, Support Associate at Azalea Drive, how to support Cathy to make this wish come true for her.

Everyone who knows Cathy Curtis knows that she loves babies (especially boys) and is fascinated with hospitals. This year, her interest in both of these areas found an outlet that has proven to be a wonderful gift to Cathy and the people for whom she volunteers at Hope House at Southwest Christian Care in Union City.

In February of 2006 Cathy began volunteering one or two days a week at Hope House. As Sylvia says, "Cathy loves the babies and is so happy to be helping." Sylvia makes sure Cathy gets to Hope House and not only supports her while there, but along with Jessamy they roll up their sleeves and help out with arts and crafts and snacks.



This experience has also enabled Cathy to reconnect with Jessica, a friend from her childhood who comes to Hope House. According to

Last summer Cathy and her mother, Deidre Curtis volunteered together for a week during Vacation Bible School at her church. Cathy helped push the children who were in wheelchairs and really enjoyed herself. Around the same time she accompanied one of the people supporting her at her home at Azalea Drive to a hospital and showed great composure around people who were sick and even

Please visit RRA's new Web Site at www.rraga.org!

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PLEASE MARK YOUR CALENDAR

- **RRA's 19th Annual Gala** will be **Saturday, March 3, 2007** at the Crowne Plaza Ravinia Hotel near Perimeter Mall. Please see page 7 for more information.

UPCOMING TRAININGS

To get the dates and times for other upcoming trainings please visit RRA's web site at: www.rraga.org and click on the **Services & Calendar** link and scroll down the page to view the schedules listed in the right hand column. You can also check the training calendars posted at all RRA Support Services locations. **Thanks!**

RRA'S WEBSITES

www.rraga.org
www.champagnetastes.org



RESOURCES & RESIDENTIAL ALTERNATIVES, INC. — WEB SITE: www.rraga.org
NORTH: 1200 OLD ELLIS RD. • ROSWELL, GA 30076 • 770.664.4347 • FAX: 770.740.0650
SOUTH: 5101 BUFFINGTON RD. #3453 • ATLANTA, GA 30349 • 404.684.5991 • FAX: 404.684.5998

(Continued from page 1)

Beverly Artson, the Activities Director, "They have a beautiful relationship." Cathy and Jessica love to hang out together and watch TV or go outside to the play area. Cathy also enjoys helping Nick who is in a wheelchair get around and working on arts and crafts with another new friend, Danielle.



In March of 2006, Regina Hubbard moved into Cathy's home. She and Cathy found they had many things in common. They both love to shop, dance, and watch movies. Regina also loves being around children and when asked what she would like to do for a job she said, "Teacher." Regina went along with Cathy and loved holding the babies and playing with the children, and decided she would like to volunteer at Hope House in addition to already being a volunteer once a week at the Born Again Bargains Thrift Store, also affiliated with Southwest Christian Care.

One afternoon when they arrived they learned one of the children, Emilio, was not responding to any attempts to feed him. Regina sat down beside Emilio and very patiently and with great loving care fed him his entire meal. Beverly Artson witnessed this. "Emilio was so fussy that day and Regina came in and was so patient and talked to him so gently. Both Regina and Cathy are so sweet and ultra sensitive to the needs of the children."

Jessamy says, "Watching Regina at Hope House, you can really see her strengths. She is so capable and in that environment she really stands out."

Regina and Sylvia worked on silk flower arrangements in arts and crafts one day and then delivered an arrangement to a woman in the hospice center that is in the same

building as Hope House. As Sylvia tells it Regina handed the woman the flowers, gave her a hug and told her she loved her. That act of kindness brought a big smile to the woman's face who was obviously very touched by the gesture.

According to Karen Stephens not only the Hope House children but their medical and volunteer staff have benefited from Cathy and Regina's presence. They are featured in their *Volunteer Spotlight* in the latest edition of **Sharing Our Hope**, a publication of Southwest Christian Care. To quote from the article, "Our Hope House children enjoy the smiles and pleasant interaction when Cathy and Regina are around, and they enjoy a sense of accomplishment and fulfillment knowing they have brightened the day of a child."

Because Sylvia, Jessamy and Seth knew Cathy so well and were committed to helping her reach her dream of working with kids, because Seth recognized that Regina and Cathy would be great housemates with many common interests



and because Jessamy and Sylvia were supported and encouraged these interests, Cathy and Regina have been able to experience feelings of accomplishment and fulfillment, as well as a connection with old friends and new, elements that help give their lives meaning.

Cathy and Regina, in giving of themselves to people they love, have first and foremost had fun while at the same time making a significant contribution to and connection with their community.

With accomplishments like this, all we can say is...

WOW!



RRA NEEDS WONDERFUL AND WILLING WORKERS!

By Tish Ford, Executive Assistant

Do you want to do something satisfying and of great service to your community? Do you occasionally have a few hours in your day to spare? If your answer is "Yes," then consider volunteering with RRA!

Proceeds from our direct mail campaigns and three annual fundraising events are used to fund much needed repairs to RRA's twenty-three group homes and two work centers. These efforts keep us extremely busy—so busy that we're asking for your help. We're recruiting individuals who can serve in several ways:

- Folding and Stuffing
- Copying and Printing
- Shredding Documents
- Assembly of gift and goody bags for fundraising event participants
- Special Events Assistance (setup, staffing, and breakdown of registration table)

The benefits of volunteerism are too numerous to name here, but in addition to doing something worthwhile that helps those RRA is privileged to serve, you also have the opportunity to make new friends and form partnerships in the community, and here at RRA. The only qualification required is your desire to help. Please contact me at 770-664-4347, Ext. 107 or via e-mail at tford@rraga.org for more details on how you can volunteer at RRA. If you'd prefer to be contacted, then please complete and mail the below response form. ♦

PLEASE PRINT!

Name _____

Address _____

City _____ State _____ Zip _____

Are you at least 18 years old? Yes No

Preferred method of contact Phone E-mail

Daytime Phone _____

Evening Phone _____

E-mail _____

How often could you be available to volunteer?
 _____ Hours per week
 _____ Days per month

Area(s) of Interest:
 Folding Copying/printing
 Shredding Special Event Assistance

Please mail to: RRA, ATTN: Tish Ford,
 1200 Old Ellis Road, Roswell, GA 30076
tford@rraga.org • 770.664.4347, Ext. 107



SUPPORT SERVICES UPDATE

By Joyce Edwards, Senior Director of Support Services

Exciting Changes Are Taking Place, Greatly Enhancing RRA's Support To Those We Serve

The past several months have been filled with many changes here at RRA. Following are the highlights of our progress, which we anticipate will improve our services in significant ways.

NEW STRUCTURE & ENHANCEMENTS

The new staff structure was fully implemented on September 10, 2006 when all the staff members were working in re-designed roles. Highlights of those changes include:

- Elimination of the Coordinator role. In the past, Coordinators of Support Services had served as the off-site supervisors of staff working directly with consumers.
- Enhancement of the Support Manager role. Support Managers became the direct on-site supervisors of staff members. They hire, schedule, train, and supervise staff serving in the homes. They also have direct support responsibilities.
- Addition of the Lead Support Associate role in residential services. This role is similar to the former Support Manager role. In general, leads work weekend hours to provide oversight and supervision to staff.
- Addition of the Support Service Leader role. Support Service Leaders coordinate RRA's service planning process and ensure that the services are delivered as planned. They represent the interests of assigned individual consumers and coordinate the ISP process. They are not part of the operational aspect of our services. Three of our former coordinators assumed this role: Lynita Henderson, Amy Hines, and Seth Quick.
- Increased focus on staff training and coaching in all settings.

The transitional work is ongoing as we develop and improve the way we work together to support the people we serve.

STAFF TRAINING

We're especially excited about our new training program which will be in operation in January. We will be utilizing online training available through the **College of Direct Support** to give our employees easier access to high-quality training on core topics. RRA will also be offering an expanded range of on-site classes and courses available to staff. Each staff member will have an individualized in-service training plan in place by January 15th (and every January thereafter) that will be developed to build needed knowledge and skills. The plan will be developed with consideration given to: needs of the assigned consumer

focus person; areas for growth and improvement identified in the performance appraisal, required re-certifications and available classes and courses.

The New Hire training program is also undergoing a major transformation in January. Our new approach utilizes the **College of Direct Support** and eliminates the need for staff to attend our monthly New Hire training program before they can start work. Staff members can start work any Monday instead of one Monday per month.

We expect this to significantly cut our overtime costs as we decrease vacancies and the period of time new staff have to wait to begin work. We'll be continuing our monthly New Hire class with new content and adding New Hire II in February. This change will also lessen the uncertainty and turmoil of staff changes on consumers.

The amount and quality of training is greatly increased with these plans. We hope to see a higher quality of support and also expect a reduction in turnover rates through these efforts.

We are also providing monthly required training classes for all Support Managers that provide more in-depth consideration of core topics. Lead Support Associates are also included in most of these training sessions.

PERSONAL SUPPORT (PRIVATE HOME CARE)

After a long wait, I'm happy to report that we have received our license to provide personal support services in North Fulton in addition to the license we already had in South Fulton. In South Fulton, we instituted this service primarily with individuals who lived in our group homes and wanted to move into their own apartments. That has been a highly successful venture. Not too long ago, one of these individuals told me that she loved her apartment and never wanted to live in a group home again.

In North Fulton, we anticipate that we'll initially be serving individuals who are new to the agency in this service. I have been meeting with some families for several months in anticipation of our licensure.

PERFORMANCE APPRAISALS

This fall, Support Service staff spent many hours defining performance criteria for all aspects of Support Associate and Support Manager positions. We reached agreement on just what was "meeting expectations" for all of these criteria. From these discussions we created new performance appraisal forms that clearly spell out these expectations and standardize our evaluation of employees. These new forms were used in the recent annual performance review process. They are a significant training tool.

MORE TO COME

Over the next few months, we're working to ensure that we meet all requirements for our upcoming accreditation review this summer. We've made considerable



progress so far, but need to fine-tune a lot of policies and procedures in a number of areas.

We have also been working closely with Richard Colyer, Executive Director, and Carol Holman, Director of Finance, to develop budgets for each location and to redesign our Chart of Accounts so that appropriate fund accounting and budgets can be implemented for each home and support service location.

We're also working to develop a clear vision and strategy for our Day Services and Supported Employment programs. ♦



Champagne & Champagne Tastes Lite Bargains

Three great stores in one location!

Furniture • Home Décor • Lighting • Patio • Rugs • Gourmet Gifts • Jewelry • Accessories • Consignment Merchandise • Bargains

Mon. - Sat. 10:00 am - 6:00 pm • Sun. 1:00 pm - 5:00 pm



We are so pleased to announce that nationally-known Paul Brummer (of Tavern on the Green in Manhattan) has joined us at the store with his fabulous *Rooms in Bloom* selection of gift and floral selections. He also offers Special Event decorating, which cannot be beaten! Drop in to meet him and see how he can make your special occasion even brighter!



Champagne Tastes is now accepting consignment items as well as "gently used" donations. . .

- Men's – Women's – Children's Apparel
- Furniture – Lamps – Rugs – Accessories
- Working Televisions – Stereos – Radios – Clocks
- Exercise Equipment
- Kitchen Implements – Cookbooks – Dinnerware
- Lawn & Garden Tools
- Automobiles (will be handled through RRA's web site)

Please, only donate cleaned clothes and items that are in working condition. A receipt will be provided for your IRS deductions.

All profits from Champagne Tastes support Resources & Residential Alternatives, Inc.

Directions: Take GA 400 north to Holcomb Bridge Road (Exit 7A - Norcross). Turn right (east) and go to the second stoplight. Then turn left (north) at Old Alabama Rd. Just beyond the Wachovia Bank you will see Holcomb Bridge Crossing Center, where Champagne Tastes is located, in the former Georgetown Interiors location.

1575 Old Alabama Rd. • Roswell, GA 30076 • 770.641.6373, Ext. 0

Bring this ad with you and receive 10% off on your purchases of new merchandise (excluding sale, consigned, or used items).

SHOPPING TIPS THAT ARE SURE TO PLEASE!!

By Nancy Blankenship, Director of Retail Stores

No matter who you are shopping for, we've got you covered!

- Simply Scrumptious Peppermint Bark
- Cloverland Honey Glazed Pecans
- J & M Assorted Cheese Straws & Cookies
- Cranberry Almond Bark on Decorated Plate
- Bella Cucina Lemon Artichoke Pesto & Baking Dish Gift Sets
- Aromatique Holiday Scented Candles & Potpourri Gifts
- Mainstreet Collection Dip Bowls, Cutting Boards and Knives, Colorful Casseroles
- Gift Bags that Talk and Sing or Record Your Own Message
- Cards for All Occasions
- Crystal Topped Cocktail Shakers
- Hot Pink Ostrich Wine Bottle Slips
- Jeweled Wine Coasters
- Crackers Filled with Holiday Bath Confetti
- Elegant Beaded Damask Votives and Photo Frames
- Desktop Paper Weight Clocks for Her or Him
- Life-size Mark Roberts Elves
- Unique Ornaments for giving *or* keeping
- TOO MUCH MORE TO LIST!



See our beautiful, new SOVEREIGN FURNITURE GALLERY. We now offer a large collection of exquisite English and other European antique furniture reproductions in solid wood of superior design and quality. Elegant sideboards, round, oval, and traditional dining room tables, occasional tables, chairs, and desks are now available. Go ahead and comparison shop – you can't beat our prices! Immediate delivery and special order programs available.



WE WENT TO A GARDEN PARTY!

By Jessy Ebert, Quality Improvement Associate

It has been said that "one who plants a garden, plants happiness." On Saturday, November 18th, RRA was blessed with several volunteer gardeners who helped plant the seed of happiness for the staff and consumers at the RRA north office.

The Alpharetta Junior Woman's Club generously donated funds needed to plan and implement a garden oasis for the backyard of RRA day services. Several members of the club, along with RRA staff and consumers, participated in the event. Music, sun, food, and gardening made the garden party a delight for all!



The final project was a success thanks to the generosity and expertise of three local Master Gardeners, Pat Thernell, Sibyl Bogardus, and Jan Waters, who volunteered their time and commitment into seeing this project blossom. The Master Gardeners joined with members of the Alpharetta Junior Woman's Club to carefully design and complete the masterpiece for all to enjoy throughout years to come. We are truly grateful for everyone's help and support.

For more information on the Alpharetta Junior Woman's Club, please visit: www.ajwc.net.

For more information of the North Fulton Master Gardening Club, please visit: www.nfmng.org ♦



January

Kathy S.
LaKiysha F.
Nancy S.
Santiel E.
Derrick P.
Sharon S.
Richard F.
Junifer L.

February

Wilbert B.
Charles S.
John C.
David L.
Christel H.
Catherine S.
Monteia L.

March

Larry K.
Sara D.
Joseph P.
Charlene B.
Lyle E.
Debbie B.
Michael E.
Ernesto W.
Stuart U.
Bill L.
Mark W.
Steven I.

April

Doran M.
Matthew M.
Marshall P.
Lowell H.
Ashley S.
Trent S.
Henry W.

May

Regina H.
Rena F.
Michelle L.
Connie S.
Dwayne A.
Robert G.
Rebecca W.
Carl W.

June

Lisa E.
Joseph P.
John D.
Kenneth L.
Danale F.
Chuck L.
Clemons C.
Michael M.

July

Jodey M.
Beverly W.
Charlie H.
Charles L.
Katherine P.
Chris S.
Paula A.
Giovanni D.
Alfred C.

August

Jan P.
Jessica C.
Joseph P.
Linda B.
Evan F.
Robert K.
Courtney C.
Marianne K.
Kenny W.
Aisha S.

September

Melissa C.
Christine E.
Bruce R.
Abbie B.
Anthony H.
RoseBarry T.
Robert B.
Daryl O.
Garrett A.
Carolee C.

October

Denny C.
Gwen K.
Diane R.
Charlie R.
Jackie B.
Rodney G.
Eddie B.
Mark B.
Ira H.
Willis B.
Gregory B.
Stephen C.
Ira W.

November

Billy H.
Chris D.
Amy P.
Rickie G.
Greg C.
Gina W.
John L.
Cheryl A.

December

Phyllis C.
John B.
Brian A.
L'Henry A.
Cathy C.
Christina K.
Robert A.
Bobby N.
Seth B.
Denny M.
Jack D.
Scott C.



Thanks!

by Tex Crossin

- Thanks – for giving the clients your very best!
- Thanks – for your positive energy today!
- Thanks – for treating the clients with respect!
- Thanks – for caring about the clients' happiness!
- Thanks – for giving so much!
- Thanks – for your unselfishness in helping the clients!
- Thanks – for smiling and loving others!
- Thanks – for being cheerful today!
- Thanks – for your willingness to help others!
- Thanks – for serving God by serving the clients!
- Thanks – for showing your enthusiasm today!
- Thanks – for your commitment to the clients – and to each other!
- Thanks – for working cheerfully with your fellow staff to serve the clients!
- Thanks – for being happy today (even though you may have problems)!
- Thanks – for your positive, caring attitude!
- Thanks – for being creative today! Make this a happy day for the clients!
- Thanks – for giving 100% to the clients!
- Thanks – for reviewing today, and believing in our mission!
- Thanks – for believing in the clients!
- Thanks – for pushing hard to help the clients make good choices!
- Thanks – for helping your fellow staff solve their problems!
- Thanks – for “modeling” a positive, happy attitude today!
- Thanks – for being kind to all people today!
- Thanks – for choosing to be positive. Smile today, even if you have to force it!
- Thanks – for bringing new energy to your tasks today!
- Thanks – for helping everybody today – clients and fellow staff!
- Thanks – for being “present” to the clients today!
- Thanks – for giving of yourself today! Smile! Smile!
- Thanks – for looking for new ways to help the clients!
- Thanks – for choosing to be productive, in spite of any obstacles!
- Thanks – for looking for the best from the clients, and fellow staff!



Tex Crossin served as Director of Development at RRA for several years before becoming the Executive Director for Special Olympics in Georgia for many years. He later served as Executive Director of RRA for one year until his untimely death in August 2003. The sentiments Tex so beautifully expressed here still need to be heard and are just as valid today as a way of saying “thank you” to everyone who serves at RRA, who loves the clients, and who cares about helping them reach their fullest potentials in life.

On their behalf we express our appreciation to you as we begin a New Year. God bless you

The RRA winter logo above was drawn by Tex's beloved wife, Pat Crossin.



PLANNING YOUR WORK

Leadership Development Series

By Richard Colyer, Executive Director

Nothing is easier than being busy and nothing more difficult than being effective. The hardest managerial work is thinking, an activity too often neglected. Bernard Baruch said once, “Whatever failures I have known, whatever errors I have committed, whatever follies I have witnessed in private or public life, have been the consequence of action without thought.”

The utility of planning the day's work is seen clearly in a well-known story concerning Charles Schwab. When he was president of Bethlehem Steel, he presented Ivy Lee, a management consultant, with an unusual challenge. “Show me a way to get more things done with my time,” he said, “and I'll pay you any fee within reason.”

Handing Schwab a sheet of paper, Lee said, “Write down the most important tasks you have to do tomorrow and number them in order of importance. When you arrive in the morning, begin at once on No. 1 and stay on it till it's completed. Recheck your priorities; then begin with No. 2. If any task takes all day, never mind. Stick with it as long as it's the most important one. If you don't finish them all, you probably couldn't do so with any method, and without some system you'd probably not even decide which one was most important. Make this a habit every working day. When it works for you, give it to your staff. Try it as long as you like. Then send me your check for what you think it's worth.”

Some weeks later, Schwab sent Lee a check for \$25,000 with a note saying that the lesson was the most profitable he had ever learned. In five years, this plan was largely responsible for turning Bethlehem Steel Corporation into the biggest independent steel producer in the world. And it helped make Charles Schwab \$100 million and the best-known steel man in the world. Schwab's friends asked him later about the payment of so high a fee for such a simple idea. Schwab responded by asking, “What ideas are not basically simple?” He reminded them that for the first time not only he but his entire team were getting first things done first. On reflection Schwab allowed that perhaps the expenditure was the most valuable investment Bethlehem Steel had made all year.

WHY WE DON'T PLAN AHEAD

Human nature appears to work against our planning -- even for the day ahead. We seem to feel that predetermining our course of action limits our freedom. Most of us prize this freedom and resist conforming to set patterns. Many managers are natural leaders who make judgments by intuition without conscious forethought. For the great majority,

however, as work expands and grows more complex, planning becomes imperative to visualize not only what it is we want to happen but also the various alternatives for accomplishing it.

Yet barriers to planning are numerous. Emphasis on day-to-day operations almost always pushes planning into the background. Putting out today's fires takes priority over planning for tomorrow. Ironically, fire fighting interferes with fire prevention. Uncertainty about the future is also a deterrent to planning. Winston Churchill made this point well when he observed that it is difficult to look farther ahead than you can see. Most of us feel more comfortable within a structured situation where factors are certain and predictable.

The urgency of tasks at hand usually takes priority. But as the saying goes, “When you're up to your neck in alligators, it doesn't help much to be reminded that your objective was to drain the swamp!” The deeper the mess, the more intimidating the pile on the top of the desk, then the less excited the manager is apt to be about taking time to plan. Yet in the long run, it's his or her only hope.

PLANNING TIME SAVES TIME

Managers who resist planning because they “don't have time” are failing to look ahead to the significant long-range savings in time as well as improved performance that usually results. Crawford Greenewalt, former president of DuPont, observed that the top-notch workers are those who first plan and then follow a more relaxed rather than a frantic pace. He added, “every moment spent planning saves three or four in execution.”

THE TYRANNY OF THE URGENT

Urgency engulfs managers today. Yet the most urgent task is not always the most important. The tyranny of the urgent lies in its distortion of priorities -- its giving minor projects major status, often under the claim that there is a “crisis” to deal with. Various groups of managers have tackled the causes of the tyranny of the urgent. One interesting reason given by some was “their own gratification in overcoming crises.” Another cause was identified in these terms: “Most of us think we work best under pressure.” Sometimes we wait, delay, or procrastinate until the pressure forces us into action. But do we really work best under pressure, or do we work simply faster and less well because of hasty judgments or lack of preparation? Is the problem even deeper -- a lack of internal motivation on our part?

Still another reason that fire fighting becomes necessary is the reluctance of subordinates to

present bad news in the hope that it will get better before they have to report it. The problem is that bad news often gets worse.

A group of managers I read about in Canada recommended that executives anticipate crises by planning only 80 percent of the day, leaving 20 percent unplanned to provide a cushion for the unexpected. Another strategy is contingency planning. After a crisis resulting from conditions that can reasonably be expected to recur, the effective manager thinks through what steps can be taken to prevent these conditions from developing into a crisis again.

ESSENTIAL STEPS IN PLANNING

Essentially the planning process involved (1) analyzing the present situation (where we are now), (2) developing relevant assumptions (what conditions are likely to exist within the time span of the plan), (3) establishing objectives (what I want to achieve), (4) developing alternatives (what different ways might attain these objectives), (5) making and implementing the decision, and (6) establishing review and control procedures.

Many managers, neglecting to look ahead, allow their tasks to get pushed together and thus find themselves running out of time. One manager who had been recently promoted to a new position of leadership observed, “I was so busy doing things I should have delegated that I didn't have time to manage.” Watching the flood of events, decisions, interruptions, and crises in this new position, he came to realize that “he should run the job rather than have the job run him.”

LEARNING TO SAY “NO”

The problems people have with priorities vary. Some find it hard to set them but don't seem to encounter many problems in honoring them. Others may have little trouble setting them but have a great deal carrying them out. Most managers probably experience some difficulty on both ends. Sorting priorities may be particularly hard under pressure conditions with events and people changing rapidly and critical needs coming to us almost daily like they do here at RRA. In such circumstances the ability to determine priorities, focus efforts, maintain concentration, and persevere is rare indeed. One observer noted that our problem is not usually with priorities “one to three but with all the rest of them.” Every manager must learn to say “no” and let somebody else handle a priority or two. ♦



Richard Colyer



Special Love Wish List

- AZALEA DRIVE**
- Living room furniture
- BARRINGTON LANDING**
- Latch hook kits
 - Paper & paints
 - Stone Mountain parking pass
 - New wallpaper for kitchen
 - Window treatments for living room
 - Credenza or console table w/storage
 - TV stand for den
 - Treadmill mat
 - Refrigerator
 - Locking file cabinet
- BENJAMIN E. MAYS**
- DVD player
 - Kitchen curtains
- BRANCHWOOD**
- Futon mattress
- COLONY DRIVE**
- Tickets to Braves/Hawks games
 - Entertainment center
 - Full-size mattress sets for Bobby and Alfred
 - Large living room rug
 - Treadmill
- CRABAPPLE**
- Flooring and cabinet restoration
 - Rocking chairs/glider for front porch
 - Television
 - Linens
- DENNA DRIVE**
- Curtains and drapes from JC Penney's for dining room
 - Living room furniture
 - Dining room furniture
 - King or queen size mattress sets
 - 4-Drawer locking, filing cabinets (4)

DIXIE LAKE

- Roll-a-Ramp for wheelchairs
- Screen door
- Sofa, loveseat and coffee table
- Futon mattress for sleep over Support Staff
- DVD player

EAST HEMBREE

- New flooring for kitchen and hallway
- Resurface, refinish, or replace kitchen cabinets and counter tops
- Window treatments for dining room
- New Sofa and Loveseat



HOLCOMB BRIDGE

- Marching band-type drum for Scott
- Three rocking chairs for front porch
- Window treatment for the kitchen
- Screen door for kitchen entrance
- Eat-in kitchen table w/chairs for 6
- New carpet for hallways, bedrooms & stairs
- VCR for Charles Suggs

LEGACY 213 (For Rose Trammell)

- Clothes and shoes (size 14 pants, medium shirts, size 6 shoes)
- Computer
- Wal-Mart gift card
- VHS and DVD player
- Stereo
- Television
- DVD movies (Love Story, Boy Meets Girl, Sound of Music, anything with Elvis Presley in it)

LEGACY 718

- Credenza or console table w/storage
- For *Kathy Sullivan*:
- Laptop computer
 - Nintendo games—DS (Mario Bros., Yoshi, Spongebob Squarepants)
 - DVD movies (Pirates of the Caribbean and The Poseidon Adventure)

For *Abbie Briggs*:

- Retail gift card
- Dave & Buster's and Wal-Mart gift cards
- DVD movie (Hoot)
- Music CD (Partridge Family Album)
- Easy Gameboy games
- Hook rug kit
- Arts and crafts supplies

For *Lyle Eichberg*:

- Wal-Mart or Best Buy gift cards
- DVD movie series
- Large shirts
- Needle for phonograph player
- Telephone

LOWER DIXIE LAKE

- Deck swing or glider
- Futon mattress for sleep over Support Staff
- Full size mattress set
- New den furniture

LYNNE CIRCLE

- Puzzles
- Printer
- White towels and wash cloths
- Living room furniture
- 2-Drawer file cabinet

PINE GROVE

- Stone Mountain parking pass

TOLLWOOD

- Refinish kitchen cabinets
- Replace kitchen flooring

SEVERAL HOMES

- Front loading washers and dryers for homes serving consumers in wheel chairs

ALL HOMES

- Tickets to sporting events, Stone Mountain Park, Six Flags, Lake Lanier Islands, etc.
- Pots, pans, flatware and towels

DAY SERVICES NORTH

- Cars and smaller passenger vans
- Wall partitions
- Learning materials
- Age-appropriate puzzles (*less than 50 pieces*)
- Craft supplies (construction paper, glue sticks, paints, etc.)
- Digital video recorder

DAY SERVICES SOUTH

- One additional gas grill
- Wall Partitions

GENERAL WISH LIST ITEMS

- PowerPoint or overhead projector
- Double or full mattress set for Ricky
- Lounge chairs
- Boom box
- Carpet cleaner

THANK YOU FOR YOUR DONATIONS!

- Mr. & Mrs. Arthur Arnold** – DVD player for Branchwood
- Brad Wilborn** – Christmas tree & refrigerator
- Ken Aitken** – Safe & refrigerator
- Jack Stephens** – Refrigerator
- Kathy Graham** – 12 jazz CDs, 10 novels, 6 board games & magazines
- InterContinental Hotels Group** – 20 shirts & 30 caps
- Mr. & Mrs. Bud Setzer** – Bed set, home decorative items, coffee pot & vacuum cleaner
- John Rosser** – Computer & monitor
- John Williams** – Coffee maker
- Joe Derso** – Patio Set
- Lee Hardeman** – 11 Partitions for Day Services & 2 bicycles
- Tom Davis** – Pressure Washer
- Barbara Foster** – Dining room table with 6 chairs, 2 lamps, chair, TV & coffee table
- Sybil Bogardus and Jan Waters** – Bird bath and plants for RRA's Day Services Area
- Alpharetta Jr. Woman's Club** – Plants for RRA's Day Services Area



PAMPER YOURSELF AND THOSE YOU LOVE FOR THE HOLIDAYS!

By DeAnn Rauth, Director of Development

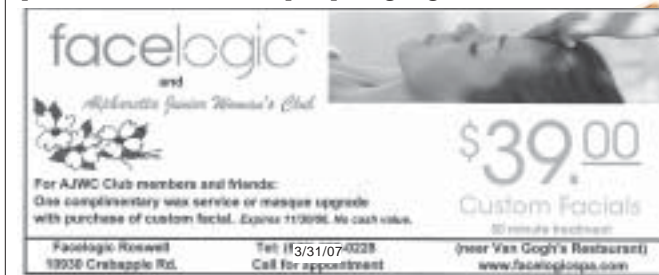
Thanks to one of RRA's Staff Members, Jessy Ebert, and the Alpharetta Jr. Woman's Club for introducing RRA to FACELOGIC! They have given RRA the opportunity to pamper ourselves, our friends, and our families!

FACELOGIC is a spa located on Crabapple Road in Roswell. FACELOGIC specializes in facials, waxing and cosmetics. They have given coupons to us for \$39.00 facials. FACELOGIC will donate 10% for every person that uses one of the coupons. The dollars raised from the coupons will be used to assist the Alpharetta Jr. Woman's Club with their recent 2-year community involvement project for RRA.

The Alpharetta Jr. Woman's Club members have set money and time aside to help out with various projects for RRA's North Day Services facilities and outdoor area. Some of these projects include planting flowers with the help of Master Gardeners, painting the Day Services break area, helping to create a sensory room and much more!

So take a little time for yourself for the holidays and enjoy a great opportunity for yourself and earn a little money for RRA to help the Alpharetta Jr. Woman's Club to assist with various projects at RRA North Day Services. Your 50 minute facial will provide you with a time to be relaxed, pampered, restored, and rejuvenated. Your skin will be cleansed, exfoliated with steam, extractions will be performed (if necessary and with your permission), and a masque and moisturizer will be applied. A skin care professional will teach you how to properly take care of your skin at home. Therapeutic massage will also be a part of your FACELOGIC experience.

So what are you waiting for? Make your appointment today, I'm sure you will receive a glowing review! You can visit www.facelogicspa.com for more information. Please help us pass the word and let the pampering begin!



OUR SINCERE SYMPATHY TO...

- **Joyce and Art Edwards** and their family on the passing of Joyce's father, **Mr. I. Oliver Karraker** on Thanksgiving Day.
- **Sid and Cindy Theus** on the death of Sid's father, **Mr. Harold Theus**.
- **Lisa Espinosa** and **Harriette Martin** on the death of Lisa's grandmother and Harriette's mother, **Mrs. Lorene Martin**.

RECENT STAFF PROMOTIONS & ADDITIONS

- **Florence Are, LaTaunya Jarrette, Jimilah Williamson-Snead, and Jessamy Anderson** were recently promoted to Support Managers.
- **Karen Wright** is new to our team and serving RRA in the role of Employment Specialist in South Fulton.
- **Diana Thames** is now the Office Manager in South Fulton.

SOUTHWEST CHRISTIAN CARE AND RRA SOUTH SERVING TOGETHER!

By Maria Lee, Director of Support Services (Vocational)

Southwest Christian Care is a ministry providing quality services and supports to the terminally ill, medically fragile children, and their families. They have welcomed volunteers from RRA with open arms. This has provided a great opportunity to give back, and also learn along the way.

Regina and Cathy (*winners of the WOW Award on pages 1-2 in this issue*) volunteer with the children at the Hope House on a weekly basis. They usually go in the evening and spend time with the children and assist as needed.

Regina also volunteers at the *Born Again Bargains Thrift Store*. The store is an important source of income for Southwest Christian Care. Henry, Ira, and Allen also volunteer at the store. They go each Friday for a couple of hours where they sort hangers, vacuum, clear hangers from the racks and other duties. The store relies heavily on volunteers, and you'll see senior volunteers as well as high school students there. It is a welcoming and wonderful place to visit.



Ira, Regina, Allen, and Henry, who volunteer from RRA at Born Again Bargains Thrift Store

With Regina's involvement as a volunteer she was recently invited to and attended their annual Benefit Dinner and Auction Gala. It was a very fancy event at the Georgia International Convention Center.

We're hoping to partner further to enhance the lives of all involved. Our next venture is for a small group of people with RRA to visit the Hope House and use their new sensory room. It is currently being set up, and it will be a great service to RRA to have this available for those we serve to use.

Karen Stephens, Director of Volunteer Services at Southwest Christian Care has been the driving force behind this venture, along with support from others along the way. And also a big thank you to Georgia Lungaro, Store Manager at *Born Again Bargains*.

If you want to visit the store, it is located downtown Fairburn at 17B Hudson Plaza. There will soon be a store in Fayetteville as well. ♦



WELCOME TO RRA, DIANE ROSENSTEIN!

By James Moore, Director of Support Services - Residential, North Fulton
Everyone at RRA would like to extend a warm welcome to Diane Rosenstein. This October, Diane moved to Denna Drive Group Home in Alpharetta from Lilburn in order to live closer to her sister Margery.

A native of Atlanta, Diane is one of three daughters born to Michael and Rita Rosenstein. Diane is very close to her sisters, and they visit with each other often. Diane is very outspoken and lots of fun! Puzzles, paper dolls and movies are among her favorite hobbies. Diane enjoys arts, crafts and singing as well. One of her favorite songs to sing is the National Anthem!

Diane has made fast friends with the ladies at Denna Drive. If as they say, "laughter is the best medicine," there won't be a stuffy nose to be found at Denna Drive this winter; as this group of ladies seems to be overcome with the giggles daily!

Diane is quickly becoming a member of the community here in Alpharetta. She has joined the Geshel L'Torah synagogue and looks forward to being part of their 50s+ social group. Diane and her friends at Denna enjoy going for beauty days at the local salon as well. **Welcome Diane!** ♦



Diane Rosenstein and her sister, Margie



RRA'S FIRST DODGE GRAND CARAVAN CARAVAN!

That's **NOT** a typo, in case you thought it was! We really did have the privilege of having RRA's first Dodge Grand Caravan Caravan a couple of weeks back. Through the hard work, great negotiating skills, and dedication of Board Member, Gary Cummings, RRA was able to purchase eight brand new Dodge Grand Caravans at prices far better than we could have found on our own. We so appreciate his work as well as the cooperation of those in the Daimler Chrysler Fleet Department.

Here you see us all lined up and ready to take off to bring them back to RRA to some very excited consumers and staff who had almost driven the wheels off some well-used, very high mileage Ford Aerostar vans. It was a day that made everyone smile! ♦

GIVING THANKS WHERE THANKS IS DUE. . .

By Richard Colyer, Executive Director

In recent weeks, RRA has been blessed by the support of several local groups who have shown their support of the great individuals we serve in some meaningful and tangible ways. As you can see in the picture of Carol Holman, RRA's Director of Finance (left) with Cindy King (right) of the **Sawnee EMC Foundation**, RRA was a recipient of a second grant from the foundation for much needed repairs at our Holcomb Bridge Group Home. Many thanks to everyone at Sawnee EMC Foundation and to their members who participate in the company's "round up" program when paying their utility bills for making this possible.



Also in recent weeks, RRA was privileged to receive a very helpful grant of \$150,000 from the **Robert W. Woodruff Foundation** for much needed repairs in RRA's many Group Homes. This grant helps us take great strides forward in making the homes in which those we serve live safe and comfortable. We are deeply grateful to everyone at the foundation who shared in making this possible.

A Cumming based company, **Automation Direct**, recently presented two checks totaling \$30,000 to RRA for much needed renovations and equipment for our Day Services Areas in North and South Fulton. They are providing a number of computers for special use and training in Day Services as well. **Thank you!**

The **Roswell Rotary Club** recently presented RRA with a grant of \$5,000 for repairs at our Group Homes. The regular support of these wonderful friends each year is a great help and encouragement to all of us at RRA!

Jan Waters, one of the Master Gardeners who helped with RRA's Day Services Gardening Project (please see article on page 3) and her husband, Jim, found their hearts so moved by the great people we serve at RRA that they decided to get more deeply involved with a special gift from the **Thomas Waters Foundation** for renovations of the Day Services bathrooms in North Fulton. This work is long overdue and so very much appreciated!

Frank and Jean Markham recently gave another annual gift of \$3,000 to RRA's Medical Assistance Fund, which they originated a few years ago in memory of their son Paul Markham, who was served by RRA.

These special gifts along with others coming in at year-end from loving family members, long-time friends, sponsors, and donors are helping so much. On behalf of all of us at RRA, we extend our warmest and deepest thanks! ♦

5TH ANNUAL FASHION SHOW REPORT

- Hosted by **SteinMart** at the Atlanta Athletic Club
- Net proceeds were \$18,572
- Held Friday, September 8, 2006

13TH ANNUAL GOLF CLASSIC REPORT

- Held at Crooked Creek Golf Club
- Net proceeds were \$62,870
- Held Tuesday, October 10, 2006



THE BOARD OF DIRECTORS, SPONSORS, STAFF, AND HOST COMMITTEE OF RESOURCES & RESIDENTIAL ALTERNATIVES AND OUR 2007 PRESENTING SPONSOR, THE INTERCONTINENTAL HOTELS GROUP, CORDIALLY INVITE YOU TO JOIN US FOR RESOURCES AND RESIDENTIAL ALTERNATIVE'S Nineteenth Annual Gala

IN THE LOVELY GRAND BALLROOM OF THE
CROWNE PLAZA RAVINIA HOTEL
NEAR PERIMETER MALL
AT I-285 AND ASHFORD-DUNWOODY RD.
IN ATLANTA
ON SATURDAY EVENING,
MARCH 3, 2007.

OUR THEME FOR 2007 IS . . .
INTRODUCING A NEW GENERATION OF
FRIENDS AND FAMILY MEMBERS
TO THE INDIVIDUALS SERVED AND THE
WONDERFUL WORK OF RRA!



These photos are just a few of the highlights of the 18th Annual Gala last year. We hope you and some new friends and family members will join us this year to share in the fun and excitement.

GALA SPONSORSHIP PACKAGES ARE AVAILABLE!

Through your support of RRA's 19th Annual Gala at the following levels, you or your company can directly impact the lives of deserving individuals in the Greater Atlanta area who have developmental disabilities. The benefits of being a sponsor at each level are listed below:

- Premier Sponsor Level - \$10,000**
- Company listing in a Gala advertisement in the Atlanta Business Chronicle
 - Two reserved tables for ten at the Gala (value \$2,700)
 - Five night package at a Crowne Plaza Hotel anywhere in the Americas (value \$1,000)
 - Full page advertisement with prominent listing in the Gala evening program
 - Company banner displayed at the hotel
 - Special Sponsor listing at the hotel
 - Your choice of a reserved table for eight at RRA's Fashion Show in September 2007 or a golf foursome at RRA's Golf Classic in October 2007
 - Company Profile presented in RRA's Choices newsletter

- Platinum Sponsor Level - \$5,000**
- Company listing in a Gala advertisement in the Atlanta Business Chronicle
 - One reserved table for ten at the Gala (value \$1,350)
 - Full page advertisement with prominent listing in the Gala evening program
 - Company banner displayed at the hotel
 - Special Sponsor listing at the hotel
 - Company Profile presented in RRA's Choices newsletter

- Gold Sponsor Level - \$2,500**
- One reserved table for eight at the Gala (value \$1,080)
 - Half page advertisement with prominent listing in the Gala evening program
 - Special Sponsor listing at the hotel.

- Silver Sponsor Level - \$1,500**
- Six Gala event tickets (value \$810)
 - Half page advertisement in the Gala evening program
 - Special Sponsor listing at the hotel.

- Bronze Sponsor Level - \$1,200**
- Four Gala event tickets (value \$540)
 - Half page advertisement in the Gala evening program
 - Special Sponsor listing at the hotel.

- Benefactor Level - \$350**
- One Gala event ticket (value \$135)
 - Quarter page advertisement in the Gala evening program
 - Special Sponsor listing at the hotel.

For information, please call
DeAnn Rauth at 678.468.9980 or
e-mail her at drauth@rraga.org
or **John Lawler at 770.664.4347, Ext. 102**
or e-mail him at jlawler@rraga.org.