



*Linda Laubaugh receives the
Professional of the Year
Presented by Jim Nicholson,
Director of Developmental
Disabilities Services Division/DHS*

Excerpts from nomination:

**Service excellence doesn't come from the policies and guidelines of the agency.
Service excellence doesn't just happen.**

Service excellence comes from staff that, using the policy and guidelines, create the system that offers quality and consistency of programming.

Service excellence makes sure there is two-way communication between individuals, parents, staff and employers.

Linda has repeatedly demonstrated service excellence:

- **Linda arrives to work at 6am twice a week because it is the only time a parent can drop off her daughter at A New Leaf so she can get a ride to her community job site. If Linda isn't there early the parent can't drop her off and she stays in the facility.**
- **Linda advocated to place an individual on a community job site without funding because that is the absolute best site for her, and the place she is the most successful. She now works three days a week in the community.**

Linda has developed an individualized program that includes choice in placement sites and supplemental life skills training. For many of our individuals money is not a motivator; therefore, getting out of bed in the morning to go to work isn't always top priority. Linda strives to make sure our folks are happy and that there is something that draws them to work and hooks them with the desire to be there. Individuals try out a number of sites until they find the one that they enjoy. If they discover two sites they enjoy we'll make sure their weekly schedule includes both sites. As a part of the vocational package an individual may choose to participate in a 'Life Skills' class during the week. Classes range from computer to personal grooming; each providing supplemental skill training for the real world.

She firmly believes that a self-directed and individualized program brings the happiness that gets folks out of bed in the morning.