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CLIENT'S CORNER



**Psychiatric
 Rehabilitation
 Association**



BY: CASEY GOLDBERG, PRA, CHIEF STAFF OFFICER, CERTIFICATION PROGRAM

The Psychiatric Rehabilitation Association (PRA) partnered with PCS in 2010 for the administration of its credentialing program's applications and test delivery process. PCS provides a range of administrative services for PRA, including customer service, processing of applications for the Psychiatric Rehabilitation Practitioner certification exam, test administration and recertification tracking.

To have a full appreciation of what PRA is and why they do what they do, one must have an understanding of what psychiatric rehabilitation is. Psychiatric rehabilitation promotes recovery, full community integration, and improved quality of life for persons who have been diagnosed with any mental health condition that seriously impairs their ability to lead meaningful lives. Psychiatric rehabilitation services are collaborative, person-directed and

individualized. These services are an essential element of the health care and human services spectrum, and should be evidence-based. They focus on helping individuals develop skills and access resources needed to increase their capacity to be successful and satisfied in the living, working, learning, and social environments of their choice.

The Certification Commission for Psychiatric Rehabilitation, the governing body of PRA's credentialing program, worked to standardize the practice of psychiatric rehabilitation in the late 1990's and developed its first credentialing exam in 2001. The focus at the time, and until now, had been on adult mental health services. However, with the current trend to integrate behavioral healthcare and physical healthcare, the Commission is poised to utilize its knowledge about the principles and

values of psychiatric rehabilitation and credentialing to take PRA and psychiatric rehabilitation to new levels by now standardizing the practice of psychiatric rehabilitation in children's behavioral and mental health. With PCS' support, PRA anticipates launching the first examination for this specialized field in early 2016.

PRA is proud to have PCS in the frontline for our candidates. The pride in the personal and efficient services that PCS provides helps PRA and the Commission to accomplish its mission to ensure that the practice of psychiatric rehabilitation is provided to the public in a safe, effective and ethical manner. PRA and the Commission look forward to many more years of exceptional service from PCS, especially as we ready ourselves to launch our new credential.

PCS ADVISORY GROUP

The first (inaugural) meeting of a newly formed PCS Advisory Group met in Nashville on Tuesday, October 14, 2014. At this meeting, joining PCS Staff members Mark Setash, Andrea Bledsoe, Jennifer Williams and Vijay Gollapudi were Dr. Debra Persinger, Executive Director of the Federation of State Massage Therapy Boards, Ms. Casey Goldberg, Chief Staff Officer, Credentialing, Psychiatric Rehabilitation Association and Ms. Theresa Bunch, Arizona State Board of Cosmetology, IT Specialist

4 / Project Manager/ School Liaison. In addition, two volunteer members were unable to attend this meeting, Ms. Melanie Thompson, President of National Interstate Council of State Boards of Cosmetology and Chair of the South Carolina Board of Cosmetology, and another regulatory customer. It is expected that this group will reconvene (probably in Nashville again) in six – twelve months to continue to advise PCS.

IT UPDATES AND ADDITIONS:

Technology is a key driver as PCS strives to provide our clients and their candidates the most efficient and secure process for completing their licensing and credentialing requirements. We aim to stay ahead of the technology curve and provide the latest and most innovative technology platforms for our internal employees, our clients, and our client's constituents. PCS has recently added to its staff as we continually strive to move IT forward. While these are our two newest additions, PCS is continuing to look for IT talent to add to our application development team. Our IT team's vision is to anticipate and to develop solutions that will enable PCS to provide world class services to our clients, both now and in the future.

VIJAY GOLLAPUDI, DIRECTOR, IT

Vijay Gollapudi joined the PCS team in September of this year. As the Director of IT, Vijay leads all aspects of Information Technology for PCS, including leadership over all IT projects, management and oversight of the IT staff, support, hardware and software development. Vijay has over 18 years of experience in a variety of IT Management and Operational support roles to draw from in helping to shape the IT direction for PCS. Vijay started his career in California as an IT Manager in California with Silicon Graphics. In that role, Vijay was responsible for leading a portion of a global CRM implementation, managing requirements, guiding developers, and managing integrations with vendors across US, Asia, and Europe for their Service Logistics division. Vijay moved to Nashville in 2003 to join Asurion Insurance Services. During his 7 years at Asurion, Vijay served as a Senior Project Manager for Supply Chain and Call Center technology, Senior IT Product Manager – responsible for infrastructure and monitoring, security products, and desktop support - and Director of Relationship Management for the Customer Care organization. Most recently, Vijay spent 3 years at Tractor Supply Company as a Senior IT Project Manager, leading software deployment and infrastructure projects for their Point of Sale systems and enabling the re-platform of the eCommerce system and deployment of the Order Management platform.

JORDAN DEWITT, ENVIRONMENT MANAGER, IT

Jordan deWitt joined the PCS team on a full-time basis in August, 2014 after spending seven months at PCS on a contract basis. As the PCS Environment manager, Jordan is responsible for all components of PCS' infrastructure, including servers, desktops, and network. In this role, Jordan is working within our team to provide a stable and scalable computing environment for the entire team to function.

LET'S GET TOGETHER!



TUCSON, AZ
January 22-25, 2015



RANCHO MIRAGE, CA
March 1-5, 2015

RENEWED AND RE-AWARDED CONTRACTS THIS QUARTER:

- Arizona Board of Cosmetology

BEHIND THE SCENES

TROY GRIER

Troy Grier is the Customer Service Associate/ Application Associate Manager for PCS. He oversees the daily operations of the data entry and call center departments. Specific tasks include monitoring phone calls for quality assurance, overseeing incoming mail, processing for all professions, and training new employees. Troy began his venture with PCS in 2008 as a Customer Service Associate. Shortly after, he was promoted to be an Application Services Associate. In his spare time, Troy is an avid golfer, likes to watch all kinds of sports, and spend time with his children.



ANNE RUSSELL

Anne Russell is PCS' Manger of Test Administration. Anne has been employed with PCS for fourteen years (it will be 15 as of December 15) and has served in her current role for twelve (12) years. Anne secures examination sites and equipment for paper/pencil examinations, recruits and trains examination teams, writes procedural manuals, and manages site and examination team budgets. She also serves as the Special Accommodations Manager for the Engineering/Surveying and Cosmetology professions. During her time with PCS, Anne has been a Credential Evaluator, Mail Batch Processor, and Exam Supervisor for the U.S. Marshals Service entrance examinations. Anne has published three children's Lenten Devotionals, worked as a Youth Minister and as a Children's Minister, with 600 children and 75 volunteers, has edited ethics dictionaries, and worked as a writer for some nonprofits as they evaluated their spending priorities. She is a graduate of Gordon-Conwell Theological Seminary in Massachusetts, where she earned a Masters of Religious Education. She also received a Bachelor of Arts in education from Queens College in North Carolina. In her spare time she likes to serve as the Meals on Wheels volunteer coordinator for NASBA and PCS. In her church she is a Lay Eucharistic Minister, Lector and an adult Sunday School teacher. She loves to spend time at the beach, travel, go on walks/hikes with her husband, Tom, and dog, Belle and to spend time with her son, Thomas and his wife, Stacey. She also loves to read mysteries, develop Bible Study curricula and visit shut-ins.



ReMarks

from the desk of Mark Setash

Fall has fallen upon Nashville. Two weeks ago on an October Monday morning, since I had much to try to accomplish, I arrived at the office around 6:30 a.m. I walked to the office in a short sleeve shirt. About ten minutes later, while sitting at my keyboard, I heard a rumble and boom. Not having watched the weather, I was surprised to look out my window to find that it was raining. Then, the temperature tumbled about ten degrees by ten a.m. I read recently that fall (by a slight margin) is America's favorite season. It may just be mine but I'm thinking it is more probably spring, with summer's pending arrival. Regardless, I think of both as transitional seasons. At PCS, I'm always thinking about transitions. Last week, and by the time this is published, we conducted our first customer advisory group meeting. Select volunteers have agreed to help us to discuss our industry and our place in it. One, who shall remain nameless for now, is constantly thinking about the world and the workplace in unusual and thought-provoking ways. She somehow finds motivating/inspirational videos on the web about marketing and teamwork. She often shares these with me and I pass them along to a select few who I think may find them interesting as well.

Without distracting you too mightily, I'd like to briefly touch upon two recent topics she's shared with me. They are:

1. How Great Leaders Inspire Action – A “TED” talk by Simon Sinek that you can easily find online if you're interested. Simon talks about why certain events (and companies) gain and build loyalty. He (and I'm really para-phrasing now) believes that individuals are interested in being part of something – by way of example he uses Martin Luther King's speech at the Lincoln Memorial and Steve Job's Apple loyalty. Further, he emphasizes “Why do we (or a company) do what we do? What are our values and beliefs? It's wholly inspiring and sheds new and interesting focus on strategic thinking.
2. What If We Could Change the World? – Another video you can easily find on YouTube. Admittedly, a shorter and less-meaty piece, but inspirational just the same. Some of the thoughts expressed, all in a What IF format, include:
 - What if We Embraced New Ideas?
 - What if We Listened More?
 - What if We Always Assumed Positive Intent?
 - What if We Considered Another Perspective?
 - What if We Walked In Our Co-Worker's Shoes?

And many more.....we (PCS) with the help of the fine folks referenced above, will be talking more about each of these points and more in the coming days. If you're interested in learning more, stay tuned. 

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